

**SKILLS FRAMEWORK FOR PUBLIC TRANSPORT
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

| | | | | | | |
|------------------------------------|--|--|--|---|----------------|----------------|
| TSC Category | Technology Management | | | | | |
| TSC | Technology Application | | | | | |
| TSC Description | Integrate technologies into operations of the organisation to optimise efficiency and effectiveness of processes | | | | | |
| TSC Proficiency Description | Level 1 | Level 2 | Level 3 | Level 4 | Level 5 | Level 6 |
| | | PTP-TEM-1003-1.1 | PTP-TEM-2003-1.1 | PTP-TEM-3003-1.1 | | |
| | | Adopt new technologies to enhance operations or processes | Implement technology plans and assess the effectiveness of new technologies on work operations or processes | Develop overall technology plans by analysing the practicality, feasibility and risks of new technologies | | |
| Knowledge | | <ul style="list-style-type: none"> Operational technologies such as Radio Frequency Identification (RFID), Global Positioning System (GPS) and Geographic Information System (GIS) Technology application and usage | <ul style="list-style-type: none"> Technology integration tools, plans and approaches Technology installation and troubleshooting methods Risks involved with implementation of new technologies Performance metrics to measure effectiveness of new technologies | <ul style="list-style-type: none"> Technology integration tools, plans and approaches Control procedures for technology integration Risk assessment methods and procedures to support business continuity | | |
| Abilities | | <ul style="list-style-type: none"> Adopt new technologies to improve work operations or processes Conduct feasibility trials of new technologies for integration into work processes Support technology implementation plans Provide basic troubleshooting support and address user feedback | <ul style="list-style-type: none"> Assess performance of department to identify areas for change or improvement using technologies Generate ideas for the development of technology-enabled solutions to solve business problems Evaluate the effectiveness of new technologies to solve business problems Implement technology integration plans to meet business requirements while adhering to risk | <ul style="list-style-type: none"> Design and present detailed approaches for adoption of new technologies Socialise new technologies with stakeholders for feedback Determine cost impact and risks associated with new technology applications Develop technology implementation approaches and schedules Develop optimisation plans to improve the application of | | |

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT

| | | | | | | |
|--|--|--|--------------------------|-------------------------------|--|--|
| | | | management procedures | technologies in operations | | |
|--|--|--|--------------------------|-------------------------------|--|--|