NEW EMPLOYMENT OPPORTUNITY

Toll Systems Engineer
(Full-Time w/ Full Benefits)

Salary Range: $8,612- $11,626 per month
Application Deadline: October 15th at 4:00pm

The Riverside County Transportation Commission (RCTC/Commission), established through California State law, oversees funding and coordination of all public transportation services within Riverside County. The Commission's responsibilities have grown in the over 40 years since its inception from coordinating highway and transit planning and identifying projects for state and federal funding to responsibility for all aspects of region-wide planning for Riverside County's mobility and operating toll facilities. Join an amazing team at RCTC and help plan and deliver transportation solutions!

General Description:
Under general direction, plans directs, and oversees the design, configuration, operations, and maintenance of toll information systems and infrastructure, including networks, servers, fiber optics, and databases; oversees systems and infrastructure performance; serves as a project manager to drive Toll information technology projects from initiation through delivery; monitors data trends and conducts system assessments to ensure system performance, security, and integrity; performs other related duties as required.

This is a single-position classification responsible for providing project management and consultant oversight for the toll department in the following areas: toll system hardware and software, application(s), server infrastructure, fiber optics, network, telecommunications, and data systems, database administration, and systems security administration. Responsibilities include performing diverse, specialized, and highly technical work involving significant accountability and decision-making responsibility. The position receives only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Qualifications Required:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in information technology, computer science, or a closely related field and at least five (5) years of progressively responsible information technology project management, system and infrastructure design and maintenance, and/or systems analysis experience.

Licenses:

➢ Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

➢ Develops requests for proposals and qualifications for professional services; evaluates proposals and recommends project award; develops and reviews contract terms and amendments; ensures contractor compliance with RCTC and department standards and specifications and time and budget estimates.
➢ Reviews and comments on the design of new or replacement toll systems ensuring alignment with RCTC goals and compliance with contract requirements and Toll Department business rules; makes recommendations and decisions to provide RCTC with best-in-class systems.
➢ Coordinates toll system infrastructure design and installation with others.
➢ Inspects the installation of toll systems and witnesses and documents all phases of system testing to ensure the systems are performing according to design and contractual requirements.
➢ Monitors contractor performed maintenance to ensure preventative maintenance and unplanned maintenance are performed according to the approved procedures.
➢ Develops and carries out a monitoring program for all aspects of the toll systems to optimize the integrity of toll transactions and revenue.
➢ Monitors trends in data output and performs regular system performance assessments of critical information technology network, server, and data storage infrastructure, systems, and devices to identify and mitigate potential vulnerabilities and problems; coordinates with vendors/consultants to implement corrective actions to ensure effective and efficient system functionality.
➢ Reviews and monitors redundant systems and disaster recovery solutions ensuring toll system data is properly protected.
➢ Provides input into fiber/communication network design and maintenance, including reviewing designs and modifying and monitoring toll systems fiber optics systems and network infrastructure to ensure functionality and operational stability.
➢ Works with the Toll Technology Manager to prioritize, schedule, and allocate resources to projects; develops service level agreements; monitors project progress and ensures project goals and agreement requirements are met.
➢ Coordinates interfaces between various toll system providers and statewide partners.
➢ Reviews contractor provided information system and infrastructure security controls, security features, and firewall rules to identify and escalate potential vulnerabilities.
➢ Writes and maintains comprehensive technical documentation including workflow diagrams, design specifications, and procedures for the utilization of toll information systems.
➢ Facilitates communication and negotiation of information systems commitments within the Toll Department and sustains coordination among all affected stakeholders; assists the Toll Operations Director and Toll Operations Manager with the administration of contracts which include systems.
➢ Conducts research and stays current on new trends and innovative solutions in toll information systems; recommends new technologies which would improve the toll program's operational effectiveness.
➢ Performs other special projects or duties as assigned.

Knowledge of:

➢ Principles, practices, methods, and techniques of planning, directing, and overseeing the evaluation, configuration, troubleshooting, and diagnosis and resolution of issues in the following areas: computer hardware and software, application(s), server infrastructure, fiber optics, network, telecommunications, and data systems, database administration, and systems security administration.
➢ Principles and practices of information technology applications, systems, security, and infrastructure analysis, design, and monitoring.
➢ Data management and reporting tools.
➢ Methods and techniques of eliciting information and performing diagnostic procedures on technology systems.

- Security and monitoring devices and procedures necessary to maintain the integrity and security of data.
- Principles and practices of project management, identifying technology needs and issues, researching and evaluating technology and the most effective courses of action, and implementing solutions.
- Principles and practices of contract administration and vendor relationship management.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Applicable federal, state, and local laws, rules, and regulations and RCTC policies and procedures relevant to assigned areas of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Research and reporting methods, techniques, and procedures.
- Modern office practices, methods, computer equipment, and applications related to work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, consultants, and RCTC staff.

Ability to:

- Plan, direct, and oversee the evaluation, configuration, operation, troubleshooting, and maintenance of computer hardware and software, application(s), server infrastructure, network, telecommunications, and data systems, databases, and systems security.
- Plan and manage information technology development, enhancement, and maintenance projects.
- Perform analyses of technology requirements and needs; identify, evaluate, and solve information technology problems; design and implement new or revised systems and procedures; provide technical advice and consultation and ensure efficient system utilization.
- Lead design and process improvement sessions to identify business and user needs and discuss application capabilities and design modifications needed for improvement.
- Interpret, apply, explain, and ensure compliance with federal, state, and local laws, rules, and regulations and RCTC policies and procedures.
- Prepare clear and concise system documentation, user procedures, reports, and other written materials.
- Deal tactfully with the users, vendors, contractors, consultants, and staff in providing information, answering questions, and providing customer service.
- Establish and meet service level agreement with users.
- Plan, organize, direct, and coordinate the work of vendors, contractors, and consultants; delegate authority and responsibility.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate office equipment and computer applications related to the work.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Physical & Environmental Elements:

Must possess mobility to work in a standard office setting and use a variety of office equipment; to operate a motor vehicle and to visit various RCTC meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas will be required. Finger dexterity is needed to access, enter, and retrieve data using a

computer keyboard or calculator and to operate standard office equipment. Positions in this classification bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

This is primarily a sedentary classification and the employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The employee interfaces with staff, management, other departmental representatives, business representatives, and the general public in explaining RCTC policies and requesting and providing information.

Summary of
Benefits Available

CalPERS Retirement System	Short and Long-Term Disability
Classic: 2.7% @ 55 / PEPRA: 2% @ 62	9/80 Work Schedule
Up to $750/month towards Medical Plans	Vacation
Dental & Vision fully paid by RCTC	Sick Leave
401(a) Money Purchase Plan	12 Holidays/Year
457 Deferred Compensation	Transportation Assistance Programs
$100,000 Group Life Insurance	Tuition Reimbursement Program

An RCTC employment application and resume must be submitted for consideration by the application deadline. For more information, please visit www.rctc.org

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