



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

**POSITION DESCRIPTION:
TRANSACTION OPERATIONS MANAGEMENT SUPPORT MANAGER**

<u>POSITION TITLE:</u>	Transaction Operations Management Support Manager
<u>REPORTS TO:</u>	Assistant Director of IT & Toll Systems / Director of IT
<u>SUPERVISES:</u>	N/A
<u>FLSA EXEMPTION STATUS:</u>	Exempt
<u>LAST UPDATE:</u>	New
<u>SALARY:</u>	Up to \$110,000 (salary commensurate with experience)

SUMMARY OF PURPOSE: Responsible for administrative oversight of the TOMS end-to-end automated business processes. Ensure that transactions captured on the roadway are successfully pulled into the CTRMA Cloud solution, processed for payment, and sent to the correct destination for payment processing. This role includes administration of data exchanges between CTRMA Cloud solution and external agencies, public reporting solutions as well as control of all automated transaction pricing, discounting, and billing workflow activities and address issues that occur within the processing lifecycle.

ESSENTIAL FUNCTIONS:

1. Provide transaction processing operations support.
 - a. Manage the workflows associated with transaction processing, product management, discount management, billing management and product pricing.
 - b. Administer the user role management processes including adding / editing / removing access and overseeing password management.
2. Monitor the data exchange operations support functions
 - a. Oversee file management, processing intervention and reconciliation between CTRMA and vendors.
 - b. Direct file management, processing intervention and reconciliation for the roadside vendor and monitor image processing.
 - c. Administer the TxDMV file management and coordinate with the TxDMV as needed
 - d. Administer access to the public reporting cache and monitor APIs.
 - e. Coordinate with partner agencies to support of enhancements, changes, and defects related to the CUSIOP hub, PBM, TxDMV, and roadside processing.
 - f. Troubleshoot transaction processing issues.
3. Monitor the Transaction Operations Management Solution (TOMS).
 - a. Verify key performance indicators (KPIs) and service level agreement (SLAs).
 - b. Analyze trends and identify processing anomalies.
 - c. Coordinate with the infrastructure group.

4. Provide reporting and analytics support.
 - a. Troubleshoot system issues.
 - b. Run static reports related to operations, revenue, system performance, throughput as well as traffic analysis and trends.
 - c. Researching customer issues and perform adjustments / dismissals as required.
 - d. Oversee large data extracts and queries to support public information requests.
 - e. Reconcile transactions and revenue between systems (interoperability hub, roadside, DMV, Pay By Mail, Host server, etc.).
 - f. Manage large data extracts and ad-hoc queries as well as data analysis for business analysis, trends, reports, and cost analyses for internal and external stakeholders.
5. Provide information and issue notification and escalate to applicable stakeholders as required.
6. Ensure adherence to data governance policies and procedures adherence.
7. Support SOC II audit compliance.
8. Provide training & knowledge transfer support for new TOMS users.
9. Performs other duties as assigned by management.

POSITION REQUIREMENTS:

1. Bachelor's degree in business management, information systems or a minimum of 4 years of equivalent experience.
2. Previous experience in business analysis, transaction processing, workflow management, and/or tolling.
3. Familiarity with Google Cloud services, Looker, Postgres DB, and/or Python preferred, but not required.
4. Strong collaboration and communication skills.
5. Demonstrated analytical and problem-solving skills.
6. Skilled in organizing work, attention to detail and taking direction.
7. Skilled in managing time effectively, prioritizing activities, and handling multiple tasks in a timely manner.

PHYSICAL/MENTAL REQUIREMENTS:

1. Uses personal computer approximately 6-7 hours per day.
2. Uses telephone and email to communicate with contractors, co-workers, and others approximately 5-6 hours per day.
3. Works at a desk approximately 6-8 hours per day (hybrid – remote/in-office).

The purpose of this position description is to serve as a general summary and overview of the major duties and responsibilities of the job. It is not intended to represent the entirety of the job nor is it intended to be all-inclusive. Therefore, the position may be required or requested to perform for the CTRMA other work duties not specifically listed herein.

Management reserves the right to modify, defer or rescind this position description at any time, with or without prior notice.

APPLICATION REQUIREMENTS:

To apply, please send a cover letter and resume to:

Central Texas Regional Mobility Authority
Attention: Dee Anne Vickery
3300 N IH-35, Suite 300
Austin, TX 78705
Fax: 512-996-9784
Email: dvickery@ctrma.org

This position will remain open until filled.