



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

**POSITION DESCRIPTION:
TOLL SYSTEMS AND INFORMATION TECHNOLOGY MANAGER**

<u>POSITION TITLE:</u>	Toll Systems and Information Technology Manager
<u>REPORTS TO:</u>	Assistant Director of IT & Toll Systems
<u>SUPERVISES:</u>	N/A
<u>FLSA EXEMPTION STATUS:</u>	Non-Exempt
<u>LAST UPDATE:</u>	New

SUMMARY OF PURPOSE: Under broad supervision of the Assistant Director of IT & Toll Systems, the Toll Systems and IT Manager is responsible for monitoring the daily toll transaction processing and health of the Mobility Authority's toll management system. In addition, the Toll Systems and IT Manager measures business results and communicates same to senior management; executes instructions, initiatives, policies, and procedures as directed by senior management and clients; and collaborates with business unit leads to complete business objectives.

ESSENTIAL FUNCTIONS:

1. Monitors the performance of the information systems used for toll collections, intelligent transportation systems and traffic operations.
 - a. Serves as point of contact and liaison for agency staff and vendors.
 - b. Monitors and tracks problems involving vehicle detection equipment, antennas, RFID sources, video cameras, network switches, and license plate readers.
 - c. Develops process flows, operating procedures and metrics and assists with related communications.
 - d. Develops and implements strategies consistent with a desire to collect amounts due and payable to the Mobility Authority.
2. Manages inventory controls for all toll system activities.
 - a. Ensures spare parts inventory is tracked in the Authority's toll systems roadway operations management systems (ROMS).
 - b. Conducts periodic reviews to ensure inventory documentation is accurate and correct.
3. Responsible for maintaining the supplier/vendor relationship with toll vendor as well as other vendors / suppliers.
 - a. Oversees service providers (i.e., toll contractors and/or consultants) to ensure compliance with contract specifications.
 - a. Manages all predictive, preventative, and corrective maintenance activities.
 - b. Facilitates lane closure requests made by vendors.
 - c. Monitors automatic trouble reporting system to ensure timely problem resolution in accordance with contractual guidelines.
 - d. Monitors toll system health and daily transaction processing.
4. Drives continual process improvement, analysis and reporting.
 - a. Analyzes data supporting key performance metrics.

- b. Prepares reports related to system and technician performance.
- c. Develops efficient plans/strategies and submits necessary background information to support these plans/strategies according to established standards and procedures.
- d. Conducts meetings with vendors and/or management to exchange relevant information.
5. Maintains a consistent, high quality, customer-focused orientation when conducting business.
 - a. Develops working relationships with internal staff, third-party vendors, and /or ancillary service providers to ensure seamless delivery on specific tasks, special projects and/or participant issues.
 - b. Provides clear, accurate information; explains procedures or materials or provides supplemental information; anticipates problems and questions.
6. Performs other duties as assigned by management.

POSITION REQUIREMENTS:

1. Bachelor's degree in a related field and/or 4-5 years of experience in an information technology, data system, business systems role.
2. Excellent written and verbal communication skills.
3. Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech.
4. Effective usage of English grammar, syntax, punctuation and proofreading.
5. Skilled in organizing work, attending to detail and taking direction.
6. Skilled in managing time effectively, prioritizing activities, and handling multiple tasks in a timely manner.
7. Proven skills in collaborating with internal and external resources.
8. High proficiency in MS Word, Outlook and Excel.
9. Must be a self-starter and work well independently or with other trades (electrician, maintenance, and engineering).
10. Prior knowledge and experience of electronic toll collection systems preferred.

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.
4. Frequently works at field/outdoor locations (i.e., communication hub buildings, roadside cabinets and other toll facility locations).
5. Works on-call, overnight, and weekends as needed.

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 résumé to:

Central Texas Regional Mobility Authority

Attention: Mary Temple

3300 N IH-35, Suite 300

Austin, TX 78705

Fax: 512-996-9784

Email: mtemple@ctrma.org

This position will remain open until filled.