

## JOB DESCRIPTION

**Job Title:** Director, Information Technology  
**Working Title:** Deputy, Chief Technology Officer  
**FLSA Status:** Exempt  
**Salary Grade:** 13

### PURPOSE OF POSITION

The Deputy Chief Technology Officer (DCTO) will lead a major division within the Integrated Digital and Technology Services Department. This individual will be a thought leader, trusted partner, and advisor to multiple executives and their departments. The Deputy CTO will also be a champion for implementing the Scaled Agile Framework and guiding the evolution of the Authority's Agile Release Train, while driving technology innovation throughout Metrolink. Additionally, the Deputy CTO will also be responsible for leading the delivery and lifecycle management of technology solutions for multiple departments and value streams across Metrolink.

### DISTINGUISHING CHARACTERISTICS

This job description is not part of a job series.

### SUPERVISION EXERCISED AND RECEIVED

- Receive general direction from executive-level management.
- Responsible for managing and monitoring the work performance of a division or department

### ESSENTIAL DUTIES AND RESPONSIBILITIES

*The duties listed below are intended to describe the general nature and level of work being performed and are not to be interpreted as an exhaustive list of responsibilities.*

- Plans, organizes, directs, designs, and manages complex technology application and service portfolios for multiple departments/divisions of the Agency.
- Leads IDTS strategic and operational planning to achieve business and public policy goals and objectives by fostering innovation and creativity.
- Serves as a key leader in the development and execution of the Agency's technology strategy.
- Prioritizes Agency technology initiatives and coordinates the organization's evaluation, deployment, and management of current and future technology solutions.
- Leads innovative and transformative efforts leveraging advanced innovation and process improvement frameworks (e.g. Scaled Agile Framework, Design Thinking and Lean Six Sigma).
- Establishes and drives team goals, objectives, and operating procedures.
- Coaches and develops multi-disciplinary teams in advanced innovation principles and frameworks.
- Monitors and ensures regulatory compliance.
- Identifies opportunities for appropriate and cost-effective financial resource investments in technology solutions and resources, including staffing, sourcing, purchasing, and development.
- Develops, tracks, and manages annual operating and capital budgets.
- Prepares and presents comprehensive written reports, oral reports, and executive presentations to the Board and Executives.
- Keeps current with trends, developments, and issues in the technology industry.



- Collaborates with stakeholders and serves as an ambassador for the Agency’s technology vision.
- Supervises, trains, and evaluates employees, including making effective recommendations regarding hiring, promotions, transfers, and disciplinary action as needed up to and including termination.
- The responsibilities outlined above are representative of the role but not exhaustive. Additional duties
- The responsibilities outlined above are representative of the role but not exhaustive. Additional duties may be assigned as needed, and reasonable accommodations will be provided to qualified individuals with disabilities in accordance with applicable laws.

## MINIMUM QUALIFICATIONS

### Education and Experience

- Bachelor’s degree in computer science, information technology, engineering, business management, or a closely related field.
- A minimum of ten (10) years of relevant experience
- A minimum of five (5) years in a supervisory or management level position.
- A combination of training, education and or experience that provides the required knowledge, skills and abilities may be considered when determining minimum qualifications. Advanced relevant coursework may also substitute for a portion of the required experience.

### Preferred Qualifications

- Lean Six Sigma Black Belt certification
- Scaled Agile SPC certification
- Design Thinking certification
- Public sector experience

### Knowledge, Skills, and Abilities

#### Knowledge of:

- Advanced level understanding of business theory, business processes, management, and business operations
- Principles and practices in the planning, designing, and managing complex technology systems
- Modern principles and best practices of organizational leadership and sound personnel management
- Strategic planning and execution
- Budgeting and financial planning
- Data and analytics, software development frameworks, and enterprise business applications.
- Common technology standards, practices, and frameworks, such as Information Technology Infrastructure Library ITIL or Scaled Agile
- Agile and Waterfall project management principles and frameworks.
- Contemporary operating platforms, enterprise software applications, cloud technologies, and outsourced systems
- Business principles for government agencies, including the integration of technology, design thinking, and process improvement methodologies to promote safety, efficiency, and high-quality service delivery



### Skilled In:

- Operating modern computers and related software
- Management of complex technology ecosystems
- Exercising independent judgment and making decisions based on standard policy and procedures
- Public speaking and professional writing
- Executive-level presentations
- Maintaining interpersonal relationships

### Ability to:

- Lead and motivate teams with integrity.
- Manage complex projects and portfolios.
- Maintain a superior understanding of the organization's business and public policy objectives, and drive results accordingly.
- Define and develop strategy and roadmaps.
- Apply technology in solving business problems.
- Facilitate cross-functional team workshops and build consensus.
- Understand business needs and work collaboratively with business stakeholders and team members.
- Demonstrate strong organizational, analytical, problem-solving, and leadership skills.
- Communicate effectively, both orally and in writing.
- Promote and oversee strategic security relationships between internal resources and external entities, including other government agencies, vendors, and partner organizations.
- Communicate effectively, both orally and in writing.
- Prepare and administer a divisional budget and project budget.
- Establish and maintain effective working relationships with technical and non-technical professionals at all levels, including executive leadership, fellow employees, contractors, vendors, and the Board of Directors.

### **PHYSICAL REQUIREMENTS**

- Transition between a stationary position at a desk or work location and move about Metrolink facilities or other work site locations
- Operate tools to perform the duties of the position, such as computers, office equipment, and work-related machinery
- Transport equipment or boxes up to 25 lbs
- Exchange ideas by means of communication
- Visual acuity to detect, identify, and observe employees or train movement and any barriers to movement when working on or near railroad tracks
- Hear and perceive the nature of sounds when working on or near railroad tracks
- Balance, ascend/descend, climb, kneel, stoop, bend, crouch, or crawl within assigned working conditions and or locations



## Working Conditions

Position requires work in a normal office environment with little exposure to excessive noise, dust, or temperature. Work may also be conducted in outdoor environments, at construction sites, Railroad Track and Right-of-Way environments, and warehouse environments, with possible exposure to individuals who are hostile or irate, moving mechanical parts, and loud noises (85+ decibels, such as heavy trucks, construction, etc.)

*Southern California Regional Rail Authority is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

Last Updated: September 2025

