METROLINK

JOB DESCRIPTION

Job Title: Director, Train Control Systems, Network Operations
Working Title: Director, Mission-Critical Technology Solutions
FLSA Status: Exempt
Salary Grade: 12

PURPOSE OF POSITION

The Director, Mission-Critical Technology Solutions, will lead the delivery, lifecycle management, maintenance, oversight, and administration of mission-critical technology solutions for Metrolink. This includes, but is not limited to, the railroad's mission-critical computer-aided dispatching (CAD), PTC Back Office Server (BOS) network management, safety and physical security technology solutions, and other systems necessary to support safe, efficient, reliable, and on-time transportation service while delivering an outstanding customer experience.

DISTINGUISHING CHARACTERISTICS

This job description is not part of a job series.

SUPERVISION EXERCISED AND RECEIVED

- Receives general oversight from Executive level management
- Responsible for managing and monitoring 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.

- Develop, implement, and administer multi-year and near-term goals and objectives of train control network systems, as well as policies and procedures necessary to provide quality service.
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- Serves as a key leader in the development and execution of the Agency's technology strategy.
- Plans, organizes, directs, designs, and manages complex technology application and service portfolios for Safety, Security, and other mission-critical technology solutions for the Agency.
- Provides strategic and tactical planning, development, evaluation, and implementation of ITC-compliant Positive Train Control (PTC) systems.
- Collaborates with stakeholders and serves as an ambassador for the Agency's technology vision.
- Leads innovative and transformative efforts between staff, management, vendors, consultants, and other technology and business resources within the organization.
- Monitors and ensures regulatory compliance.
- Develops and administers operating budget for areas of responsibility, including but not limited to the annual operating, rehabilitation, and capital budgets.
- Keeps current with trends, developments, and issues related to emerging railroad control, safety, security, and other technologies critical to Metrolink's mission.
- Collaborates with other SCRRA leaders and departments to accomplish mutual objectives.
- Establishes and drives team goals, objectives, and operating procedures.

- Prepares and presents comprehensive written reports, oral reports, and executive presentations to the Board and Executives.
- The responsibilities outlined above are representative of the role but not exhaustive. Additional duties may be assigned as needed, and reasonable accommodation will be provided to qualified individuals with disabilities in accordance with applicable laws.

MINIMUM QUALIFICATIONS

Education and Experience

- Bachelor's degree in Technology, Engineering, or Computer Science.
- A minimum of ten (10) years of work experience for a Class 1, Intercity Passenger, or Commuter Railroad employee or contract employee
- A minimum of five (5) years of work experience in a 24/7 railroad operations center environment directing a team that provides operational support (i.e. dispatch center, network operations center, or other similar operational support environment).
- 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.
- A valid Class "C" California driver's license with a satisfactory driving record of no more than two moving violations and no DUIs within the last 3 years is required

Preferred Qualifications

- Lean Six Sigma Green Belt certification
- PMI-ACP or SAFe Agilist certification
- Design Thinking certification
- Public sector experience

Knowledge, Skills, and Abilities

Knowledge of:

- Railroad work environment and operation
- Railroad train control systems including ITC compliant PTC and Wabtec TMDS/I-ETMS CAD, BOS, and MDM
- Local and wide area network design, implementation and operation for railroad train control centers
- General Code of Operating Rules (GCOR) or MoW GCOR

Skilled In:

- Analysis and problem solving
- Effective communication, team building, time management, and leadership skills

Ability to:

- Provide clear direction and reduce potential conflicts
- Build team cohesiveness
- Manage contracts

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: March 2026