

JOB DESCRIPTION

Job Title: Information Technology Manager

FLSA Status: Exempt

Salary Grade: 9

PURPOSE OF POSITION

The Information Technology Manager will manage a 4-6 person Help-Desk team, manage the procurement, distribution and inventory of technology assets including hardware, phones and software.

DISTINGUISHING CHARACTERISTICS

This job description is not part of a job series.

SUPERVISION EXERCISED AND RECEIVED

- Receives general oversight from senior manager, director, or executive level roles.
- Responsible for supervising and monitoring performance for a regular group of employees 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.

- Manage a Help-Desk team of 4-6 technicians to provision, assist, troubleshoot end-user needs related to desktop/device management, applications, systems access, software, printers, copiers, and conference room equipment.
- Provide technical thought leadership and front-line trouble shooting for difficult or unusual situations to get the correct technical resource involved in providing a solution after performing a diagnostic or receiving requirements from end users.
- Inventory and track IT equipment in Trapeze EAM; manage and set up laptop/desktops/projectors for users and ensure return based on reservation dates; monitor and restock inventory for consumables such as toners, cartridges, computer accessories as well as PCs, cellphones, tablets, scanners etc.
- Communicate with staff at all levels including agency-wide communications both technical and non-technical staff across multiple disciplines; provide training and feedback to users to lessen the occurrence of future problems; suggest workflow improvements to users and management.
- Update helpdesk database with all hardware and software license agreement information, including distribution of licenses to end-users, license expiry dates and vendor contacts; ensure no lapse in services provided by vendor.
- Set-up, configure and conduct training for end users who utilize the Site Helpdesk databases.
- Support the IT department's cost optimization initiatives by analyzing costs and making recommendations for cost optimizations.
- Provide oversight and budget details to the Senior Director, Information Technology with regards to cost and expenditures for IT related equipment, contracts, goods and services in preparation for annual budget projections.
- Oversee the process of retrieving equipment from terminated users by establishing communications channels between departments for retrieval of said equipment.



- 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 or a related field.
- A minimum of four (4) years of work experience within Information Technology with two (2) + years' experience leading help desk or service desk operations.
- A combination of training, with a minimum of an Associate Degree 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

- Microsoft Certified Professional
- Experience with end user migration from Windows 7 to Windows 10
- Understanding setup and support of VoIP and POTS systems in a corporate environment
- Strong understanding of ITIL best practices
- Experience with Airwatch (or equivalent) Mobile Device Management to manage configuration and application of mobile devices

Knowledge, Skills, and Abilities

Knowledge of:

- Microsoft-centric products and technology such as Office 365
- Hardware installation and support, system security techniques and firewall administration, PC configuration, troubleshooting, data recovery and imaging.
- Networking technologies including router/switch administration cable, and wireless networks and protocols.
- Configuration and provisioning smart phones.
- SharePoint including understanding web presentation technologies and solutions, web authoring tool and techniques.
- Latest web and interactive technologies and their capabilities.
- Hardware and software installation support and troubleshooting.

Skilled in:

- Strong and effective communication skills. Including written and verbal communication, strong editing, grammar, and proofreading skills.
- Microsoft Office Suite and 365.
- Project management and attention to detail.

Ability to:

- Work well with a variety of key internal and external stakeholders.
- Adapt to the changing demands of business.



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

