METROLINK

JOB DESCRIPTION

Job Title: IT Systems Manager
FLSA Status: Exempt
Salary Grade: 11A

PURPOSE OF POSITION

The Information Technology (IT) Systems Manager to lead SCRRA Infrastructure Services. This position will implement the latest infrastructure technologies, ensure resiliency to disruptive events and engage with internal customers to understand their needs. This position will also oversee two primary data centers, a network spanning six locations in Southern California of network and storage engineers, database administrators and technology vendors.

DISTINGUISHING CHARACTERISTICS

This job description is not part of a job series.

SUPERVISION EXERCISED AND RECEIVED

- Receives general oversight from a senior manager, director, or executive-level role.
- This position may be 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.

- Proactively manage the assets of the Agency. Create an up-to-date inventory of assets, establish a quarterly review process to evaluate assets for redundancy, supportability, usage, remaining useful life, etc. Create and execute plans to retire, upgrade, procure, consolidate, or decommission assets.
- Lead and deliver new projects as assigned by Senior Director, IT. Develop technical solutions, present options that balance costs, features, ease of use, ease of deployment and support.
- Assess and evaluate opportunities to improve the state of existing infrastructure assets, prioritize and present recommendations.
- Oversee project management activities, including task identification, work effort estimates, work schedules and tracking against plan against budgets for employees as well as contractors. Assess and make periodic recommendations for cross-training, training, and staff augmentations.
- Establish processes and procedures that ensure compliance with departmental and Agency policies such as change management and disaster recovery. Participate in IT Audits and implement recommendations as appropriate.
- Perform standard and custom configurations, integration, security and workflows.
- Interact with business clients and requestors to analyze requirements, define, size, cost and configure proposed solutions.
- Provide and be available for on call support.
- Provide technical and process leadership to other functional, technical or helpdesk team members.
- Document technical and user procedures and processes.

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- Foster a team environment by participating in team building, team evaluation and development activities.
- 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.
- Ten (10) years of hands-on work experience within an IT environment designing different processes and/or solutions for various business customers using at least four of the following technology areas:
    - Microsoft Network Administration (Active Directory Management including AD on Azure, Group Policy Management, DNS, DHCP, DFS, etc.)
    - Virtualization (VMWare, Hyper V, VM Replication etc.)
    - Storage Management (SAN, NAS, iSCSI, Fiber Channel, etc.)
    - Networking (Routing, Switching, VLANs, VPNs, etc.)
    - Cloud Services (Office 365, SharePoint, Google Apps, Amazon, Azure, SharePoint etc.)
    - Security (Encryption, Firewall configuration, VPNs, PCI Compliance, etc.)
    - Database (Oracle and SQL Server administration)
    - Desktop Management (Migration to Windows 2010, Desktop standardization, etc.)
- Five (5) years of project management experience.
- Five (5) years of experience in a supervisory role.
- 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
None

Knowledge, Skills, and Abilities
Knowledge of:
- Latest web and interactive technologies and their capabilities.

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

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- 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.

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