METROLINK

JOB DESCRIPTION

Job Title: Senior Manager, Train Control Systems
Working Title: Senior Manager, Mission-Critical Technology Solutions
FLSA Status: Exempt
Salary Grade: 11A

PURPOSE OF POSITION

The Senior Manager, Mission-Critical Technology Solutions, oversees the operation, administration, support, and continuous enhancement of Positive Train Control (PTC), safety and physical security applications under the general direction of the Director, Mission-Critical Technology Solutions. This role is responsible for managing mission-critical solutions that support safe and efficient rail operations, regulatory compliance, and operational reliability. The position oversees train control applications, safety and physical security systems, and related technologies that enable safe, efficient, and reliable transportation service while enhancing the customer experience.

DISTINGUISHING CHARACTERISTICS

The classification is not part of a job series.

SUPERVISION EXERCISED AND RECEIVED

- Receives general oversight from director and executive level management
- 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.

- Manages departmental services and activities related to Positive Train Control (PTC), train control applications, dispatch systems, and supporting operational platforms, to ensure established availability, reliability, and safety performance targets are met.
- Manages and oversee complex technology applications and service portfolios supporting safety, security, and other mission-critical technology solutions for the agency.
- Manages contractors responsible for routine maintenance and troubleshooting of railroad back-office, safety, and physical security systems in accordance with established service and maintenance agreements.
- Ensures compliance with applicable regulations, standards, and policies governing mission-critical systems; oversees system implementations, upgrades, and testing; and monitors regulatory and legislative developments to drive continuous improvements in safety, reliability, and operational effectiveness.
- Maintains accurate and comprehensive documents and records of application configurations, interfaces, dependencies, and other relevant run-book information.
- Leads root cause analysis and resolution of application and system integration issues.
- Leads Lean and Six Sigma continuous improvement initiatives.
- Leads technology product strategy, vision and roadmap development.

- Conducts research on emerging technologies in support of mission-critical solutions; recommends technologies that improve operational performance, increase service reliability, reduce costs, and enhance the delivery of Metrolink services.
- Monitors developing legislation related to assigned areas of responsibility; recommend and implement equipment, practice and procedural improvements.
- Participates in the preparation and administration of assigned program budget; monitors expenditures.
- Communicates with other departments, contractors, consultants, and third parties about requirements and project needs.
- Clearly communicates technology product requirements through epics, stories, and other pertinent documentation.
- Leads planning, backlog refinement, and retrospective activities.
- Monitors and evaluates staff to establish training needs within the department and ensure staff meets objectives and expectations.
- Prepares analytical and statistical reports on assigned project operations and activities, including but not limited to memorandums and instructional manuals.
- Respond to emergencies on a 24-hour, 7 days a week, 365 days a week operation.
- Applies Agile methodologies to deliver technology solutions and business value.
- Actively drives the realization of Agency goals and objectives.
- 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 Networking, or closely related technology field.
- A minimum of five (5) years of working in a 24/7 operations center environment providing tier 2/3 operational support
- A minimum of five (5) years of work experience managing and supervising personnel, contracts and consultants.
- Experience working with complex operations systems/ software such as dispatch, enterprise management, or other mission-critical systems of software.
- 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

- Experience with Wabtec TMDS, CAD, BOS, MDM, I-ETMS, or other train control systems
- Experience in railroad operations and have or obtain General Code of Operating Rules (GCOR) certification within one year
- Lean Six Sigma Green Belt Certification
- AIPMM Agile Certified Product Manager and Product Owner, Scaled Agile POPM certification, or related certification

Knowledge, Skills, and Abilities

Knowledge of:

- Expert level knowledge of the following:
- Current business management theory, concepts, and techniques for process improvement, including benchmarking and reengineering.
- Agile software development methodologies, values, and procedures; design, development, and implementation of software and hardware solutions, systems, or products
- Enterprise applications and closed network environments.
- Rail transportation policies, rules and procedures, and public agency environments.
- Third party agreements, party rights, and indemnifications.
- Principles and practices of budget preparation and administration.

Skilled In:

- Analyzing financial data, cost reports, and general cost estimates.
- Organizational, planning and prioritization
- Strong and effective leadership, team building, communication, and time management

Ability to:

- Maintain relationships with appropriate railroad or functional industry partners. Ensure problems are prevented through analysis, measurement, and process improvements.
- Provide clear direction and policies to eliminate or reduce potential conflicts.
- Write technical scope of work and estimate costs.

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.

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