

JOB DESCRIPTION

Job Title: Web Services Manager

FLSA Status: Exempt

Salary Grade: 9

PURPOSE OF POSITION

The Web Services Manager, will develop, manage, and monitor the technology, platform and content for SCRRRA's public and internal websites.

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.

- Coordinate, manage, and update web site content on a public facing website using content management tools and static code.
- Implement and oversee technical requirements for website enhancements and determines overall website strategy. Work with contracted web developer consultant team to complete higher-level web initiatives by overseeing both the quality assurance process and the pushes of live website changes.
- Act as the EPiServer and SharePoint product lead:
 - Manages users, creates accounts, sets up workflows, provides training, and troubleshoots.
 - Maintain and enhance web content tools, usability and information architecture.
 - Ensure that the systems are maintained correctly, including installation of newly-released versions, upgrades, and patches.
- Manage the internal website on SharePoint by ensuring incidents and problems from all business units are resolved quickly and completely. Works with teams across all departments to determine internal-facing goals and implement SharePoint solutions.
- Able to manage SharePoint redesign efforts and migration from on-premise SharePoint to SharePoint Online.
- Oversee agency implementation of digital signatures through DocuSign.
- Provide front-end developer support as needed (HTML, CSS, JavaScript, jQuery).
- Aid in creating new website design and layout of compositions using wireframes, mockups and prototyping
- Support other team members to produce web performance reports by ongoing configuration management of Google Analytics.
- Communicate all project status and strategic updates to key stakeholders.



- Maintain website feature quality by monitoring and fixing front-end and back-end anomalies (rendering inconsistencies, browser support issues, etc.).
- Work with IT staff to ensure proper website uptime and regular maintenance of in-house website hosting;
- Assist in the maintenance of security processes and procedures to ensure site security.
- Utilize multiple tools for experience optimization, including A/B testing, session tracking, heat mapping, surveys, user testing, and web analytics tools.
- Manage website UX and develops testing plan to ensure consistent UX throughout the entire site.
- Provides QA testing support for features prior to release.
- 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 Information Technology or Digital Media Publishing or a related field.
- A minimum of three (3) years of work experience in developing and managing a website using HTML, CSS, Adobe Photoshop, Adobe Dreamweaver and other web presentation technologies/tools.
- A minimum of three (3) years of work experience with website support, particularly with content management tools and website maintenance proofreading and editing online or printed publications.
- 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:

- SharePoint including understanding web presentation technologies and solutions, web authoring tool and techniques
- Various programming languages
- Responsive websites and mobile websites
- Latest web and interactive technologies and their capabilities
- Cross browser and cross OS challenges and solutions

Skilled in:

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

Ability to:

- Work cross-functionally with marketing and web development teams, Web producers/architects and public facing website



- Develop and implement master pages, views, forms, templates, external lists, external content types, custom lists, web parts, master pages and other custom components
- 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.

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