



Transportation Corridor Agencies™

The Toll Roads®



Director, Tolling and Customer Information Systems

■ THE AGENCIES

Formed in the 1980s and located in Irvine, California, the Transportation Corridor Agencies (TCA) was created with the very clear mission of enhancing mobility in Orange County and Southern California by developing and operating publicly owned toll facilities as a part of the regional transportation system. TCA is a public agency responsible for planning, financing, constructing, and operating the state's largest toll road network, which was financed with private funds and built with virtually no tax dollars. We work every day to provide a safe, reliable, and time saving alternative to the region's congested non-tolled facilities.

TCA is a recognized thought-leader in the tolling industry with a strong track record of success in innovative project delivery having utilized design-build to construct the skeleton of its highway system; and environmental stewardship, maintaining over 2000 acres of open space being one of the first agencies in the nation to establish an advanced mitigation bank. As the Agencies look to complete regionally significant projects like the 241/91 Express Connector and strategic improvements that build out the originally envisioned system, innovation in project delivery, mitigation and strategic partnerships will remain as the core of its success.

These aspects and introduction of new technologies and solutions will play an ever increasing role in the Agencies' continued success. The Agencies' ability to identify, evaluate and pilot opportunities that provide enhanced safety, improved demand management and alignment with state environmental and energy initiatives are a high priority and highlighted throughout the Boards of Directors' adopted Strategic Plan.

To learn more about the Transportation Corridor Agencies, go to: <https://www.thetollroads.com/>



■ THE POSITION

The Director of Tolling and Customer Service Information Systems plans, organizes, and manages the work of toll technology contractors and staff for toll operations as well as managing all technology aspects of the Agencies' tolling and customer information/relationship management systems. The position also oversees, coordinates and/or directs the development of web and mobile platforms.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- Work with the Chief of Tolling Operations Officer, department and staff and cross-departmental teams in developing strategic and tactical plans for incorporating and maintaining technical solutions in alignment with the Agencies' goals and business processes.
- Plan and manage the implementation, performance, operation, maintenance and repair of tolling and customer information related systems and equipment.
- Oversee technical projects and daily operations related to various department functions including: systems security; CCTV monitoring; customer relationship management and information systems; telephony, and tolling systems, using staff and contractors.
- Develop, implement and oversee standard operating procedures and policies to ensure security and reliability of customer data and agency systems.
- Represent TCA and its interests through participation in statewide and national discussions on technical interoperability, interface control documents and file transfer protocols.
- Prepare periodic reports evaluating toll facility operations and make recommendations for the improvement of toll collection methods and procedures.
- Consults with technical services contractors and reviews methods for improving services and operations.
- Coordinate division and work unit projects with other departments.
- Select, train and coach employees to promote staff development and to evaluate staff work performance.
- May be assigned to act as Chief Toll Operation Officer.

■ OPPORTUNITIES AND PRIORITIES

- Planning, development and implementation of key tolling technology related strategic initiatives, including:
 - Complete assessment of current system and advances in on-road toll collection system to develop schedule for improvements and/or replacement of current system.
 - Exploring on-road safety solutions that leverage existing infrastructure.
 - Researching alternative technologies, like Bluetooth Beacons, as an option for increased customer convenience.
 - Continuing cloud migration strategy to reduce capital and operational costs.
 - Conduct pilots to evaluate integrating roadside systems with connected vehicle technology.
 - Pilot use of Blockchain Distributed Ledger technology as a more efficient interface model to support interoperability and third-party account providers.
 - Research trip-based pricing capabilities to increase road usage.
- Maintaining key relationships and effective collaboration with the following:
 - California Toll Operator Committee (CTOC) - represent TCA on the technical sub-committee
 - Western Region Toll Operators (WRTO)
 - 6C Coalition
 - International Bridge, Tunnel and Turnpike Association (IBTTA)



Required Knowledge of:

- Open road tolling and customer information systems commonly used in the North Americas.
- Technology management, models and practices for software/web development.
- Systems management and operations.
- Network design and connectivity.
- Database design and management.
- Knowledge of overall security practices related to personal and financial data protections
- Systems development, integration, testing and operation methods and practices involving modern computing environments and use of radio frequency identification, telephony and customer relationship management.
- Procurement and contract administration practices.
- Budgeting and accounting methods.
- Security auditing procedures.
- Work planning and scheduling practices.
- Supervisory and staff development approaches.

Personal Attributes, Skills, and Abilities

- Ability to manage TCA's highly complex computing environment for tolling operations.
- Ability to plan and oversee the design, installation, and operation of tolling operations systems and equipment.
- Manage office, technical and professional staff and participate in selection, training, supervision and evaluation of personnel.
- Communicate effectively, in written and verbal forms with staff, contractors/consultants and executive management concerning status, performance, work needs and projects.
- Plan, schedule and prioritize projects.
- Audit and inspect systems and operations for conformance with applicable legislative requirements, best practices, financial industry requirements and Agency standards.



■ QUALIFICATIONS

- Bachelor's degree or higher from an accredited college or university with a major in information systems or a related field.
- 8+ years of directly related professional, operations and technical experience in an enterprise level computing environment is required.
- Must be experienced in the assessment and mitigation of PCI or HIPPA requirements, as well as the processing of large-scale retail/e-commerce payment systems.
- 4 years of supervisory experience required.
- Additional technical education, training, or certification in project management, PCI/systems security, development, database administration or related area is highly desirable.

■ COMPENSATION AND BENEFITS

TCA is prepared to offer a competitive salary in the range of \$146,269 to \$204,777 depending on education and qualifications.

In addition, we offer excellent benefits including:

- **Pension Plan** – TCA employees participate in the Orange County Employees Retirement System. The employee's cost per pay period is based upon age at entry. TCA does not contribute to Social Security.
- **Deferred Compensation** – TCA offers a 457 plan. TCA will match 50% of the employee's voluntary contribution, up to a maximum of 2% of the base salary.
- **Medical, Dental and Vision Insurance** – TCA offers medical dental and vision coverage for employees and their dependents. The cost varies, according to the plan selected. The coverage is effective on the first of the month following the employee's start date.
- **Life & Accidental Death & Dismemberment (AD&D) Insurance** – TCA provides life insurance and AD&D at no cost to the employee equal to two times the annual salary with a minimum value of \$100,000 and a maximum value of \$200,000. Supplemental life insurance is available for purchase.
- **Short- and Long-Term Disability Insurance** – Short-term disability is paid by TCA. Long-term disability is available at a nominal cost.
- **Holidays** – Twelve days per year / eleven fixed holidays; one floating holiday is assigned and available based on the starting date.
- **Comprehensive Annual Leave (CAL)** – CAL hours provide paid time off for rest and relaxation, personal or family illness, and personal business based on years of service. Employees can accumulate up to two times their annual accrual rate. Employees can sell CAL hours each quarter if they maintain 168 accrued hours.

■ APPLICATION PROCESS AND RECRUITMENT SCHEDULE

This position will be open until filled. Prospective candidates are encouraged to apply soon as review of resumes and potential interviews will be done upon receipt.

To be considered, please email your resume and cover letter to recruit@thetollroads.com