



NEW EMPLOYMENT OPPORTUNITY

Toll Technology Manager

(Full-Time w/ Full benefits)

Salary Range: \$12,703 - \$17,149 per month (Effective July 9, 2026)

Application Deadline: July 29th, 2026 4PM

The Riverside County Transportation Commission (RCTC/Commission), established through California State law, oversees funding and coordination of all public transportation services within Riverside County. The Commission's responsibilities have grown in the over 41 years since its inception from coordinating highway and transit planning and identifying projects for state and federal funding to responsibility for all aspects of region-wide planning for Riverside County's mobility and operating toll facilities. Join an amazing team at RCTC and help plan and deliver transportation solutions!

General Description:

Under general direction, manages all technology activities associated with the Express Lanes. Oversees the planning, design, installation, testing, operation and maintenance of all Express Lane systems. Serves as liaison between Information Technology professionals (private contractors, consultants and internal staff) and end users. Provides difficult and complex professional and technical support related to the operation of toll systems and the integration of business and financial (enterprise) systems. Ensures toll equipment and systems, network security management and business and financial system integration requirements are documented. Manages toll system, equipment, facility and roadway maintenance contracts and warranties. Monitors and report on all elements of the system performance to support 24x7x365 tolling operations. Prepare an overall asset management plan. Recommends and deploys technology improvements. Provides support to the Deputy Director in areas of expertise; and performs related work as required.

This is a management classification that provides oversight and management of tolling systems equipment and systems. The position will oversee day-to-day toll system operations and reporting activities. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The position is responsible for providing professional-level support to the Deputy Director in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in understanding tolling systems architecture, development and application and enterprise system integration. This class is distinguished from the Deputy Director in that the latter has overall responsibility for all functions of Tolling Operations function and for developing, implementing, and interpreting department policy.

Qualifications

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Required: Equivalent to graduation from an accredited four-year college or university with major coursework in computer science, information systems technology; software and computer systems technology, or a closely related field and six (6) years of increasingly responsible professional computer and information systems experience in a 24/7, mission critical

revenue-generating business enterprise, including three (3) years of supervisory experience. Prefer experience operating or maintaining Electronic Toll Collection systems and/ or Intelligent Transportation Systems.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Develop Express Lane technology strategies, processes and policies.
- Manages all technical aspects of the Express Lanes roadside toll collection systems including field equipment hardware and software, signage and communications networks.
- Plans, manages, facilitates and oversees toll equipment operational requirements and enterprise system requirements for services provided by private contractors and consultants or for work performed directly by RCTC employees.
- Participates in the development and implementation of goals, objectives, policies, and priorities in support of the effective and efficient operation of the Commission's tolling facilities.
- Facilitates and collaborates with private contractors and consultants or internal technology staff on the design, development, testing, release and maintenance of tolling system equipment; recommends and oversees the establishment and maintenance of service levels in keeping with RCTC's requirements and expectations; recommends and administers standard operating policies and procedures.
- Facilitates and collaborates with private contractors and consultants or internal technology staff on identifying, analyzing and documenting enterprise system integration requirements and resulting software/system solutions in support of the Toll Program and Finance Departments; recommends and administers standard operating policies and procedures.
- Ensures the development, standardization, implementation and maintenance of systems, documents, processes and procedures resulting in critical systems being secure, operational and continuously available 24x7x365 tolling operation.
- Develops, implements, monitors and updates, independently or through private contractors and consultants a Disaster Recovery Plan ensuring the ongoing operations of the tolling facilities.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of tolling equipment and enterprise system integration policies and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and makes recommendations to the Toll Operations Manager.
- Liaisons with the Finance Manager/Controller to ensure that complete, accurate and timely information is provided to the Commission's Enterprise Resource Planning (ERP) System resulting in full and accurate accounting and financial records; works with private contractors, consultants or internal technology staff during the planning, installation and testing of new releases and system enhancements; provides support troubleshooting software problems as they pertain to tolling system and ERP integration; coordinates their resolution with private tolling contractors, consultants and/or vendors.
- Participates in the identification and evaluation of private contractors, consultants and vendors; develops evaluation criteria and materials; performs price/cost analyses and assess the quality and suitability of proposed service contractors; recommends modifications as needed.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees on performance issues; recommends discipline to the Toll Operations Manager.
- Confers with and advises private contractors, consultants and vendors to resolve vendor and contractor issues and to ensure contract compliance and conformance to applicable laws.
- Provides highly complex staff assistance to the Toll Operations Manager; develops and reviews staff reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to assigned programs, policies, and procedures, as appropriate.

- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of tolling equipment and systems technology and enterprise systems integration; researches emerging products and enhancements and their applicability to RCTC needs.
- Monitors changes in regulations and technology that may affect assigned functions and operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and report's findings and takes necessary corrective action.
- Performs other duties as assigned.

Knowledge of:

- Administrative principles and practices, including goal setting, tolling equipment and technology development, implementation, and evaluation, and project management.
- Principles and practices of tolling systems architecture and components including single lane and multi-flow lane system sensing technologies
- Principles and practices of enterprise systems, transaction framing logic, transaction processing and data flows
- Financial database management software and the application to finance and accounting programs, including report writing and basic SQL.
- Software design, development and maintenance. System development life cycle requirements including requirements analysis, design, development, testing, implementation; monitoring and maintenance
- Conceptual and implementation background with Client/Server architecture; web development; SQL databases; LAN/WAN technologies; routing protocols; server technologies; virtualization technology; storage technologies; Security and Access Management applications.
- Microsoft Operations Systems.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of accounting and finance programs and operational needs of the assigned department.
- Recent and on-going developments, current literature, and sources of information related to the tolling technology and enterprise system integration.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing RCTC in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organization.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and RCTC staff.
- Job site and live traffic operation safety practices.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient accounting and finance services.
- Provide detailed cost-benefit analysis for improvement or maintenance recommendations.
- Manage and monitor complex projects, on-time and within budget.
- Be on-call for after-hours activities.
- Manage toll system operations during emergency situations.
- Effectively operate in a matrix-style organization.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.

- Analyze, interpret, summarize and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and RCTC in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Physical & Environmental Elements:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various RCTC meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

This is primarily a sedentary classification and the employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The employee will be required to make frequent field visits to the Express Lanes; performing oversight of work in live traffic operations. The employee interfaces with staff, management, other departmental representatives, transportation and government officials, business representatives, and the general public in explaining RCTC policies and requesting and providing information.

Summary of Benefits Available

CalPERS Retirement System	Short and Long-Term Disability
<i>Classic: 2.7% @ 55 / PEPR: 2% @ 62</i>	9/80 Hybrid Work Schedule
Up to \$1,938.10/month towards Medical Plans	Vacation
Dental & Vision fully paid by RCTC	Sick Leave
401(a) Money Purchase Plan	13 Holidays/Year
457 Deferred Compensation	Transportation Assistance Programs
\$100,000 Group Life Insurance	Tuition Reimbursement Program

**An RCTC employment application and resume must be
submitted for consideration by the application deadline.**

For more information, please visit www.rctc.org

7/2026