NEW EMPLOYMENT OPPORTUNITY

Senior Management Analyst- Toll Technology

(Full-Time w/ Full benefits)

Salary Range: $9,923 - $13,397 per month

Application Deadline: December 4th, 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 50 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 supervision, this position provides support to the Toll Program through toll system procurement, development and deployment, contract management and oversight of toll system providers, system initiatives, complex data management and reporting, roadway operations management, cost and revenue optimization, serves as a project lead to evaluate user needs, vendors/contractors, and resources; performs systems administration, troubleshoots problems, and ensures data integrity; performs other related duties as required.

This is the advanced journey-level class in the Management Analyst series. Incumbents serve as subject matter experts in assigned functional areas and perform complex research and analysis to support RCTC projects and programs. Incumbents support the work of management staff by providing a professional-level resource. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. This class is distinguished from the Toll Technology Manager in that the latter has full management and supervisory authority in directing the toll technology and roadway operations. This position receives general supervision from the Toll Technology Manager. This position may exercise supervision over assigned staff and consultants.

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 a Bachelor's degree in business, computer science, or a closely related field or a minimum of five (5) years of professional experience involving complex principles and practices of systems, operations or project development and knowledge of complex analytical principles.

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.

- Conduct analysis of matters related to toll program planning, project development, implementation, administration and operations including business process reviews, cost effectiveness, and impact assessment of potential or existing changes in business practices.
- Perform analysis of system processes to validate the successful completion of transaction processing. Develop performance management tools to evaluate the efficiency and effectiveness of the toll program's strategic initiatives, business plans and action steps including the development of Key Performance Indicators (KPI's) and other performance measures, and the development of a program-wide scorecard. Developing action plans to address performance issues. Provide oversight of systems for compliance with RCTC goals and the toll departments business rules.
- Conduct research of best practices of industry specific and cross-industry best practices including conducting benchmarking of peer tolling agencies. Utilize best practice and benchmarking to recommend opportunities to improve toll program functions.
- Inspect the installation and maintenance of toll systems to ensure they are installed according to the design and maintained according to the plan.
- Monitor trends in data output and system performance to identify potential system issues.
- Perform regular system performance assessments of critical information technology network, server, and data storage infrastructure, systems, and devices to identify and mitigate potential vulnerabilities and problems; coordinates with vendors/consultants to implement corrective actions to ensure effective and efficient system functionality.
- Review system failures, operational deficiencies, and corrective action plans to ensure timely resolution and minimize operational impacts.
- Communicate and interact with external stakeholders and business contacts including contractors, vendors, and other regional toll and public agencies.
- Assist with the preparation of Requests for Proposals (RFP), calls for projects, budget and/or funding analysis, program updates, and preparation and presentation of board agenda items.
- Develop and submit reports to the Board and internal and external committees, including requesting or recommending funding approval and programming of funds; receives and files reports as needed.
- Provides on-going support for project development activities of both planned facilities and future facilities as required.
- Attends, facilitates, and leads recurring and periodic meetings within and outside the agency including participating in toll industry events, conferences and meetings.
- Maintain frequent contact with partner agencies to determine their respective needs and requirements and serve as a technical resource when necessary.
- Administer contracts including review of consultant, advisor, vendor, or contractor work for compliance with contract terms, performance levels, initiation of change orders and review of payment requests.
- Develop techniques and carry out procedures to audit accuracy of toll transaction processing, revenue collection and contractor processes.
- Management and analysis of large data volumes through the use of various business intelligence applications.
- Develop and maintain reports and respond to data requests in a timely and accurate manner.
- Perform analysis of operational issues and recommend system, procedure and policy improvements.
- Develop written toll policies and procedures for the work performed within the Toll Program.
- Support the 24-hour, seven-day-a-week toll operation through incident management, Traffic operations Center coordination, system issues and system deployments.
- Participate in the development and implementation of new toll systems, system upgrades, and enhancements to existing systems.
- Performs other duties and special projects as assigned or required.

Knowledge of:

- Audit and compliance techniques and procedures.
- Advanced project and/or program management, analytical processes, and report preparation techniques.
- Advanced organizational and operational practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Best practice research and evaluation techniques.
- Performance management including the development and analysis of KPIs and other performance measures.

- Contract procurement processes and administration. Contract management and oversight.
- System implementation and configuration management principles.
- Database management principles, data mining techniques using various business intelligence applications.
- System processes including flow of transactions, external interfaces, credit card processing, payment processing, and application of business rules.
- Research and reporting methods, techniques, and procedures.
- 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 organizations.
- Database governance and administration
- Creation and maintenance of standard operating procedures.

Ability to:

- Perform a variety of technical support functions in the evaluation, configuration, operation, troubleshooting and maintenance of computer hardware and software, application(s), server infrastructure, network, telecommunications, and data systems, databases, and systems security.
- Create and understand Standard Query Language (SQL)
- Develop dashboards, data visualizations, and analytical reports using business intelligence platforms (such as Power BI).
- Experience with ETL tools and their use for data transformation (Alteryx, SPSS, etc).
- Perform various types of analytics including descriptive, diagnostic, predictive or prescriptive analytics
- Perform regression to identify relationships between variables that may impact toll lane performance
- Plan and conduct effective research studies applying appropriate and effective methodology.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Perform difficult and complex research on a wide variety of administrative topics including planning and program requirements, funding, budget proposals, and operational alternatives.
- Perform complex data analysis and data mining.
- Procure and administer contracts.
- Perform system and transaction audits.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Research, analyze, and evaluate new service delivery and improvements in operations, methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- 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 and maintain 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 and legal guidelines in politically sensitive situations.
- 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 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
Classic: 2.7% @ 55 / PEPRA: 2% @ 62
Up to $2,022.56/month towards Medical Plans
Dental & Vision fully paid by RCTC
401(a) Money Purchase Plan
457 Deferred Compensation
$100,000 Group Life Insurance

Short and Long-Term Disability
9/80 Hybrid Work Schedule
Vacation
Sick Leave
13 Holidays/Year
Transportation Assistance Programs
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

11/2026