



Manager of Tolling Technologies

The Ohio Turnpike and Infrastructure Commission

Berea Administration Building – Berea, OH

If you want to accelerate your career growth, you need to stop thinking about today. Instead, think year one and beyond. Bring your talents and goals to one of Northern Ohio's vital resources and join the future of transportation.

If you are interested, here's what we can offer you:

- Salary range from \$90,000.04 - \$99,342.88 annually
- Excellent pension
- Excellent health care benefits
- Generous paid leaves
- Educational assistance and reimbursement

Job Duties:

- Liaison between Commission and 3rd Party System Integrators.
- Assists in the management of maintenance contracts for back-office customer service and roadside toll collection system/equipment.
- Assists in ensuring that KPIs (Key Performance Indicators) in place are being met, maintenance is being performed as expected by 3rd Party System Integrator's technicians and service expectations are being met.
- Works internally with Toll Operations, Toll Audit and various other departments to identify system issues and remediations.
- Provides technical direction in the resolution of unique and complex problems.
- Recommends performance improvement opportunities to optimize customer experience and keeps up with industry trends that may be beneficial to OTIC operations and provide the best experience possible for our customers.
- Participates in the planning and development of back-office customer service and roadside toll collection equipment/system projects.
- Reviews root cause analysis and corrective action plans for back-office customer service and roadside toll collection equipment/systems.
- Reviews Release Notes and seeks input from appropriate parties for approval.
- Monitors deployment of back office customer service and roadside toll collection equipment/systems to ensure a positive user experience.
- Coordinates annual Disaster Recovery testing, planned maintenance and failover exercises, and conducts post-action analysis of disaster recovery events and/or testing to evaluate plan effectiveness.
- Represents Commission interests in industry organizations.
- Participates in the design, installation, and quality assurance testing of Toll Collections Systems.
- Monitors inventory and warranty conditions of roadside toll collection equipment/systems.
- Assists the Chief Information Officer in the development of Tolling Technologies Team personnel in the performance of their duties; creates and maintains employee work schedules; reviews and approves employee leaves; assists with employee training and development.

Minimum Qualifications and Major Worker Characteristics:

- Bachelor's degree in Computer Science (or a related field) or equivalent work experience.
- A minimum of 3-5 years of experience in information systems analysis, design, and operations required.
- A minimum of 3-5 years of experience with data and network systems administration required.
- Must have experience in project management, systems integration, investigating new technology, establishing operational efficiencies, data management and systems security.
- Prior experience with toll systems, electronic toll collection systems, customer relationship management or retail payment transactions is strongly preferred.
- Previous supervisory experience required.
- Strong communication skills required.
- Knowledge of computer science; computer systems analysis and design; data processing concepts, computer hardware systems and project management.
- Working knowledge of various software systems on multiple platforms; database theory and design; data network operation and design; technology systems testing procedures.
- Knowledge of hardware, software, network components, requirements development, systems design, implementation, and troubleshooting.
- Skill in operation of a personal computer or mobile device and peripheral equipment.
- Ability to maintain security and confidentiality of data files.
- Ability to comprehend technical material, troubleshoot and define problems, collect data, establish facts, and resolve technical issues, be attentive to detail, develop system documentation, communicate verbally and in writing on technical and non-technical matters, establish effective working relationships and prioritize tasks without direct supervision.
- Ability to coordinate and establish effective working relationships with a wide variety of disciplines to achieve an appropriate solution providing the necessary resources for all departments.
- Flexibility to work with others in a wide variety of circumstances, work in a multi-tasking environment, adapt to changing work priorities and work under time constraints.
- Ability to interact and communicate effectively with vendors, the public and OTIC employees.
- Attention to detail is of high importance.

Application Process:

Those interested may obtain a copy of the employment application [HERE](#). Individuals must print the application, fill out using a blue or black pen, and send it along with a cover letter, resume and FCRA Authorization via U. S. mail to:

The Ohio Turnpike & Infrastructure Commission
Attn: Human Resources Manager
Human Resources Department
Reference Code: Manager of Tolling Technologies
682 Prospect Street
Berea, Ohio 44017

Applications will be accepted until the position is filled.

The Ohio Turnpike & Infrastructure Commission provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.