Regional Transportation Authority

Manager, Infrastructure and Technology

The Regional Transportation Authority (RTA), located in downtown Chicago, is currently accepting applications to fill the position of Manager, Infrastructure and Technology.

Under the direction of the Chief Information Officer, this position is accountable for acquiring, planning, directing and managing Agency information resources and providing strategic guidance and user/client infrastructure services to the RTA staff. This position will also secure enterprise information by determining security requirements; planning, implementing, and testing security systems; preparing security standards, policies, and procedures; mentoring team members.

Responsibilities include but are not limited to:
1. Plan, organize, and manage staff and overall operations to ensure the stable operation of the organization's IT infrastructure Provide an overview of the design principles and unique requirements of the Client networking environment.
2. Develop, maintain, support, and optimize key functional areas, particularly network infrastructure, server infrastructure, data communications, and telecommunications systems.
3. Schedule and direct activities to resolve hardware and software problems in a timely and accurate fashion; provide strategic direction, guidance notes, position papers and design principles to the ITS department.
4. Ensure close alignment between business objectives, ITS design principles and solutions; use models and architectural frameworks to identify key relationships and gaps between business objectives, process and ITS system.
5. Deliver roadmaps that enhance operational efficiency and provide visionary guidance for project solutions. Evaluate complex system's production readiness and supportability by identifying and resolving problems, risks, and issues, Coordinate and plan for future requirements.
6. Migration of server and storage hardware, applications, and data into or from data centers. Provide Data Centre inventory and asset management.
7. Provide input to Business plan to support future computing requirements including Modernization and/or upgrade of existing data center facilities;
8. Plan and implement the relocation of computing equipment within the data center. Coordinate power and cooling requirements with Data Center provider, network connections, project plan and schedule.
9. Lead activities to install, configure and maintain multi-platform systems hardware, software and components.
10. Delivery systems architecture: Familiarity with server and storage technologies and ability to integrate components into an efficient computing infrastructure.
11. System integration and design: Ability to understand application, network and system capabilities and produce infrastructure designs that meet business requirements.
12. Systems thinking: Ability to perceive underlying practices that affect computing system performance and identify potential systems improvements.
13. Determines security requirements by evaluating business strategies and requirements; researching information security standards; conducting system security and vulnerability analyses and risk assessments; studying architecture/platform; identifying integration issues; preparing cost estimates.

The ideal candidate should possess the knowledge, skill, and mental development equivalent to the completion of a Bachelors Degree in Computer Science, or a related field, or equivalent experience. Certifications such as CCNP, CCIE, and CMDB are preferred.

Looking for a minimum of ten (10) years of experience in information systems which may include: infrastructure manager, network design, enterprise architect, security architect and the development and management of IT related projects. Operations management experience including hardware and software production systems support, help desk and maintenance services and a telecommunications and LAN environment is desired. Experience in an information technology/systems management role is highly desirable. Ability to prioritize multiple tasks and projects while

maintaining deadlines and managing resources. Excellent analytical, negotiation, diagnostic, and problem-solving skills. Ability to manage and work in teams and work with minimal supervision. Strong people skills including, coaching, mentoring, performance management, and developing teams. Strong project management, customer service, planning and organizational skills, and the ability to bring conflicting viewpoints to consensus are needed. Must be able to maintain confidentiality. Excellent verbal and written communication skills, ability to present in both technical and non-technical terms and translate concepts and requirements into tangible business solutions.

Demonstrated technical proficiency in the following areas is needed:
- Experience supporting networks of users with many active devices. Strong experience implementing networking technology including extensive experience with the following: Ethernet, LAN, WAN, WLAN, Firewall, TCP/IP.
- Experience installing, configuring, and supporting Cisco network hardware including hubs, routers, switches & concentrators, VPN, firewalls & load balancers.
- Experience in the implementation/management of firewalls, Security Incident and Event Management (SIEM), Intrusion Detection & Prevention (IDP) systems a plus.
- Strong knowledge of wireless technologies, protocols and standards, network management, and analysis tools.
- Strong technical knowledge of: anti-virus software, firewalls, intrusion detection systems, network security measures, network routing including EIGRP/OSPF, cable infrastructure, video
voice and web conferencing technologies, data privacy practices laws.
- Experience in ITIL processes is also useful.
- Strong understanding of network security. Demonstrated experience with Security and Cisco networking products. (CISSP or equivalent)
- Proven analytical and problem resolution skills. Network Security, Network Hardware Configuration, Network Protocols, Networking Standards, Supervision, Conceptual Skills, Decision Making, Informing Others, Functional and Technical Skills, Dependability, Information Security Policies

The work is performed in a normal office environment except that the server room may be cooler than a normal office. Work involves periodic lifting and moving of computer equipment weighing up to 75 pounds as required to install, remove items for service or inventory equipment. This position requires periodic after hours and weekend duty and the incumbent must be able to work a flexible schedule.

The RTA offers a competitive compensation and benefits package. Relocation is not available. For more information about the RTA, visit our website at www.rtachicago.com.

Minimum salary is $82,150

Please submit a cover letter, resume and salary history to:
Regional Transportation Authority
Human Resources, Attn: 12-MIT
175 W. Jackson, Suite 1650
Chicago, IL 60604

To apply online, go to: https://www.rtachicago.com/jobposting/?job=109

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