

METROLINK



invites your interest in the position of

Chief Technology Officer




Recruitment Services Provided by
Ralph Andersen & Associates

OUR MISSION

A man and a woman are standing on a paved path next to a train. The woman is holding a bicycle, and the man is also holding a bicycle. They are both smiling and looking at each other. In the background, a train is stopped on the tracks. The scene is set on a coastal area with palm trees and a beach in the distance.

To provide safe, efficient, dependable, and on-time transportation service that offers outstanding customer experience and enhances quality of life.

OUR VISION

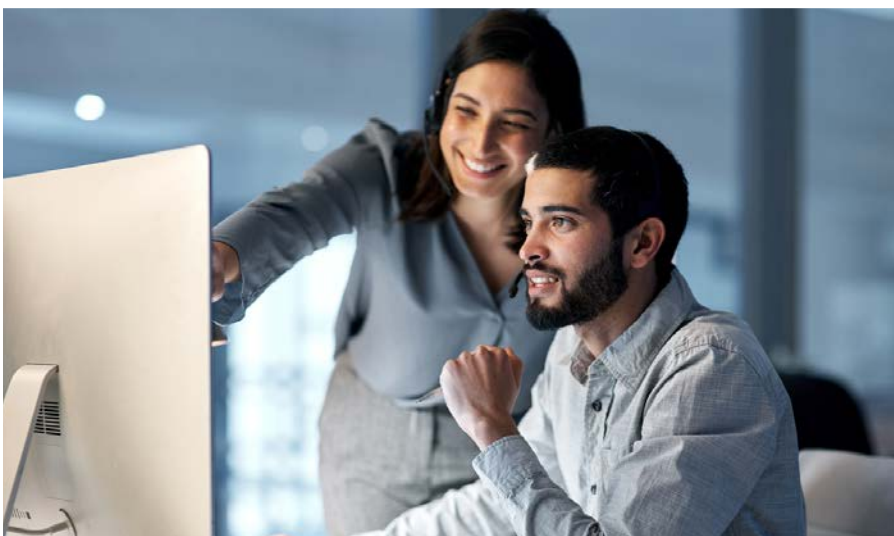
A man is standing on a train platform. He is wearing a light-colored jacket and a white t-shirt. He is holding a bicycle. In the background, a train is stopped at the platform. The scene is set on a coastal area with palm trees and a beach in the distance.

To be Southern California's preferred transportation system built upon safety, reliability, customer service, leading-edge technology, and seamless connectivity.

The Opportunity to Lead



Metrolink, Southern California's regional passenger rail service, is recruiting nationally for a dynamic, innovative, and highly experienced IT professional to manage the day-to-day activities of the Agency's Integrated Digital & Technology Services (IDTS) departments, who are responsible for Information Technology functions relating to Agency operations. This is an exciting opportunity with a variety of transformational challenges and opportunities for an experienced technology leader to help improve customer and operational services provided by Metrolink. Successful characteristics include the ability to build consensus across various stakeholder groups, humility, and the ability to be an effective team player.



Metrolink Agency Overview

Metrolink, Southern California's regional passenger rail service, is a reliable, safe, and environmentally sustainable transportation option spanning 545.6 service line miles and 67 stations across Los Angeles, Orange, Riverside, San Bernardino, Ventura, and San Diego counties. As an essential component of the region's mobility network, Metrolink connects people, communities, and businesses. The Arrow service, introduced in October 2022, enhances local and regional rail connectivity with nine miles of track and four new stations between San Bernardino and Redlands.

Committed to advancing the well-being of riders, communities, and the planet, Metrolink provides stress-free and affordable alternatives to car travel. With a focus on meeting evolving rider needs, the service offers flexible ticketing options, express schedules, and onboard amenities such as various seating choices, power outlets, quiet cars, and board & bike storage on every train. Operating at capacity, Metrolink's fleet of Tier 4 clean locomotives accommodates 12 million annual boardings, contributing to an 85% reduction in greenhouse emissions and the removal of an estimated 9.3 million vehicles from roadways each year. With 545.6 service line miles of track, Metrolink connects the people and communities of Southern California to the essentials of life: family, work, housing, and leisure.

Metrolink in perspective

- Metrolink is the nation's 3rd largest commuter rail system with **437** unduplicated route miles and **546** total route miles. See Metrolink's [station map](#).
- **184** million passenger miles per year (FY23).
- **59%** of Metrolink riders travel across county lines.
- **48%** of all trips are work-related (2022).
- **73%** of all Metrolink riders own an automotive but choose Metrolink (2022).

The Department

The CTO reports directly to the CEO and is a key member of the Executive Leadership Team.

IDTS is entrusted with managing and safeguarding Metrolink's enterprise mission-critical systems and infrastructure. The Department is tasked with providing technology leadership and vision to the Agency. By fostering an environment of constant innovation, as envisioned by the CEO, and leveraging the latest in IT advancements, IDTS empowers the Agency to confidently and reliably provide a wide variety of services that benefit Metrolink riders in a timely and efficient manner.

Metrolink's Information Technology Services Department has 23 budgeted full-time positions in FY23/24, and 12 contractors. Areas of oversight include enterprise applications, train control systems, network operations, communication systems, cyber security, fare collections, and associated equipment and infrastructure. Responsibilities include system and infrastructure development, operation, and maintenance.

The FY23/24 operating budget is \$22 million. The future allocation of funds for investment and expansion in future technology improvements and enhancements will be directly tied to the Technology Plan.

For an overview of the staff in the IDTS departments click on the link below:

- [CTO Organizational Chart](#)



The Position

The Chief Technology Officer (CTO) is an at-will executive-level position reporting directly to the CEO with day-to-day oversight and involvement. The CTO has full authority to lead and manage technology for the organization at the highest levels to introduce improved efficiencies throughout the organization. The CTO is responsible for transitioning Metrolink to a more integrated, contemporary, and state-of-the-art organization with significantly improved technology applications to support all aspects of the organization. The CTO's significant contribution to the organization will include:

- Formulating a vision for technology.
- Setting a tone that embraces best practices.
- Serving as the catalyst and facilitator for the development and implementation of a new Strategic Technology Plan to assist and improve Metrolink operations.

The CTO will be responsible for developing and implementing an IT management strategy and organizing resources to successfully implement short-term improvements while managing such tasks to achieve the long-term IT vision.

The successful CTO will need to gain general support and consensus among management for the proposed IT strategy, technological approach, activities, and priorities.

Key Functional areas include:

- Lead the operations and functions of the Agency's IDTS departments, setting a vision for the Agency's strategy in using technological resources, and setting timelines for evaluation, development, and deployment of all technical, web, and mobile services.
- Provide day-to-day oversight, policy direction and high-performance development for all IDTS departments by ensuring that the technological resources meet the company's short- and long-term needs.
- Oversee the development, implementation, and management of the Agency's cybersecurity program, aligning with industry best practices and regulatory requirements.
- Lead the development, implementation, and administration of multi-year and near-term goals and objectives of train control network systems, as well as policies and procedures necessary to provide quality service.
- Discover and implement new technologies that yield competitive advantage.
- Work closely with the Executive Leadership Team on behalf of the Chief Executive Officer as advisor on all Agency technology projects.
- Ensure technologies are used efficiently, profitably, and securely by monitoring KPIs and technology budgets to assess technological performance and ensuring Agency's technological processes and services comply with all requirements, laws, and regulations.
- Monitor data analytics and make recommendations that align with business goals.
- Maintain a customer-focused strategy in aiding the delivery of technology projects.
- Build quality assurance and data protection processes by implementing information security standards and policies, including running audits and documenting security procedures.

The Ideal Candidate

The Chief Technology Officer (CTO) must have outstanding leadership qualities that will bring strength, stability, and credibility to the position, with a strong focus on improving and enhancing customer service. Top candidates for consideration will have prior senior management experience in a complex IT environment, preferably within an organization that promotes best practices. They must have a proven track record of moving an organization forward through effective change management. The successful candidate will provide innovative leadership to support the various business units and operating departments by improving and enhancing service delivery through the effective use of technology. The successful candidate will possess a commitment to staff and leadership development, building interdepartmental relations, and creating a culture where employees will thrive in an environment of process improvement and honest, open communication.

Key attributes of a successful candidate:

- Effective leadership approach in developing, expanding, and conveying the Agency's technology vision to achieve improved operational efficiencies and customer satisfaction across a broad spectrum.
- Thrive in a fast-paced and robust environment, addressing day-to-day operations with a collaborative approach to decision-making and problem-solving.
- Successful in identifying user needs based on varying business operations; discern desired functionality and requirements; and capable of proposing innovative technological and procedural solutions to each unique operating situation.
- Initiate discussions and gain support through individual and group meetings as well as public presentations.
- Instill progressive change within the organization to enhance the delivery of technology.
- Provide strong fiscal management and accountability with a creative approach to identifying new grants and external funding opportunities.
- Ability to adapt to changing priorities and align innovation and the organizational structure to meet strategic goals.
- Experience in change management, affecting positive direction and influencing a culture of growth, high performance, and cutting-edge creativity.

The Qualifications

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities may be considered when determining minimum qualifications for the Chief Technology Officer.

- Bachelor's degree in Information Technology, Computer Science, or related field.
- A minimum of (10) years of work experience in software development, information technology, or related field.
- A minimum of (5) years of work experience in software engineering in a senior leadership position.
- A Master's degree in Computer Science or related field is highly desirable.
- This position also requires the possession of a valid California Driver's License.



Compensation and Benefits

The Agency offers an attractive and competitive salary and benefits package. The salary for the Chief Technology Officer is dependent upon qualifications. The current annual salary range is \$168,730 to \$263,491.

The employee benefits package, as noted below, is subject to change and includes:

Retirement: The Metrolink contracts with the California Public Employees' Retirement System (CalPERS). New Members (as defined by the Public Employees' Pension Reform Act) currently pay an 8 percent employee contribution and SCRRA pays an employer contribution, which varies each year. For Classic Members, Metrolink pays 100 percent of the employee contribution. The retirement formula for New Members is 2%@62 and Classic Members is 2%@60.

Health Insurance: Metrolink offers a choice of health plan options provided through CalPERS. Metrolink contributes 87.50 percent and employees contribute 12.50 percent of the premium for coverage of employees and their eligible dependents. Metrolink pays the full premium for dental and vision coverage of employees and their eligible dependents. A vision buy-up option is also available.

Flexible Spending Account Program: Metrolink maintains IRS Section 125 Plan that includes spending accounts for health care and dependent care.

Alternative Work Schedule: Metrolink offers a 9/80 Alternative Work Schedule.

Telecommuting Hybrid Schedule: Metrolink offers employees the option to telecommute up to two (2) days per week. Employees on a 9/80 schedule are not eligible to telecommute.

Deferred Compensation: A 457 plan is available, which allows tax contribution up to IRS limits.

Retiree Medical: Metrolink offers retiree medical coverage to eligible employees with a minimum of 10 years of credited CalPERS service, 5 of which must be performed at Metrolink, in accordance with the vesting schedule.

Paid Time Off: Metrolink provides employees with Paid Time Off (PTO) for vacations, illnesses, injuries, medical/dental appointments, religious holidays, personal business, and emergencies, which is the equivalent of 25 days per year up through four years of service. At the CEO's discretion, prior service at a public transportation or public agency, or rail transportation company may be counted towards an employee's total service years to increase the employee's PTO accrual rate.

Holidays: Metrolink observes 12 holidays a year.

Life and Accidental Death and Dismemberment (AD&D) Insurance: Equal to one-time annual salary up to a maximum of \$350,000; premium paid by Metrolink.

Long-Term Disability: Provides for income replacement of 60 percent of monthly earnings up to a maximum benefit of \$10,000 per month after an employee is disabled for 90 days; premium paid by Metrolink.

Individual Disability Insurance: Provides "gap" coverage for employees earning more than \$200,000 per year to increase their LTD benefit amount to 60 percent of their monthly earnings; premium paid by Metrolink.

Transportation Pass: Metrolink offers a free Metrolink pass or other transit pass to ride any greater Los Angeles area transit system for commuting purposes. Employees may also purchase a monthly Metrolink pass for their eligible dependents at a 50 percent discount.

To Apply

This is a confidential recruitment and will be handled accordingly throughout the various stages of the process. Candidates should be aware that references will not be contacted until mutual interest has been established. Candidates are encouraged to apply by **Monday, April 15, 2024**. Electronic submittals are strongly preferred via email to apply@ralphandersen.com, and should include a compelling cover letter, comprehensive resume, and 5 professional references. Ralph Andersen & Associates will work in concert with Metrolink to conduct the initial evaluation of submitted materials to determine the best overall match with the established criteria as outlined in this recruitment profile. Confidential inquiries welcomed to Mr. Fred Wilson, Ralph Andersen & Associates, at (916) 630-4900.

For further information regarding Metrolink visit: metrolinktrains.com.



Metrolink is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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