



**Intelligent Transportation Systems/Transportation Operations Professional; Atlanta, GA**

Fagan Consulting is recruiting a transportation operations professional who will work in downtown Atlanta onsite with a public agency responsible for Atlanta-area toll road and transit projects. This position will serve two critical functions:

1. Support of the agency's traffic management and customer service operations including:
  - a. Management of system contractors to ensure tolling and ITS systems allow effective management of toll facilities and are maintained per contract requirements and industry best practice
  - b. Identify process improvement opportunities related to agency and contractor systems/processes (e.g. Traffic Operations Center SOPs, tolling image processing, reversible roadway operations, incident response)
  - c. Support planning and design efforts for ITS and tolling aspects of future projects
  - d. Assist with systems change control management, including hardware, software and network upgrades
  - e. Interface with peer staff of partner DOT, Transit and Law Enforcement agencies, effectively communicating the agency's project and operations considerations
2. Support of the agency's operations related to all other facets of IT, including in-house hardware, software and network infrastructure as well as management of third party systems vendors

**Ideal candidates will have significant experience with the following:**

- Experience with Intelligent Transportation Systems and/or Tolling System roadside components and supporting infrastructure
- Operations or design/implementation of ITS and tolling systems
- Leadership role in Traffic Management Center operations, including incident response and operational change control procedures
- Fiber optic based network implementation and support
- Solid understanding of enterprise level hardware & software operational support and troubleshooting, including complex customer facing implementations
- Tolling, Transit or DOT industry experience (as agency, consultant or contractor staff)

**Additional desirable qualifications:**

- Understanding of Tolling Dynamic Pricing application management and operations
- Understanding of HOV/HOT roadside enforcement and incident response operations
- Understanding of reversible roadway or moveable roadway barrier operations
- Experience with ALPR and image processing/review applications
- Experience supporting customer call centers and related infrastructure, including Interactive Voice Response systems



**Preferred Education:** B.S. in Engineering or Systems field. Alternately, 5+ years in a leadership or supervisory role in either a TOC/TMC environment or leading implementations/support of ITS infrastructure.

**Traits we find to be strong indicators of success in this position include:**

- 100% self-starter
- Comfortable working in a Transportation Operations environment
- Excellent people skills – team player
- Effective communicator both verbally and in writing
- Critical thinker and problem solver
- Well organized to handle multiple tasks simultaneously
- Highly productive when busy cycles arrive

### **Benefits**

Fagan Consulting offers the following benefits to all team members.

- We pay 100% of employees' health and dental insurance costs
- Competitive salaries
- 401k retirement plan with company matching
- We provide a laptop and required software
- Reimburse expenses for approved education, continuing education and certifications
- Team members have opportunities to attend conferences to further industry knowledge and exposure

### **Is this your opportunity?**

The founders of Fagan Consulting have built this company with the belief that it must have the culture of an organization in which they would enjoy being employees. They continually strive to make that a reality and the engagement of the team reflect those efforts.

The need for this position is specific to the Atlanta metropolitan area. Our projects in this region continue to expand, potentially spanning multiple years. As a result, we seek a talented, motivated person to further advance the client's needs. If you feel this is an opportunity for which you are qualified, and the 'fit' seems right, please send questions or a resume and cover letter to us at [careers@faganconsulting.com](mailto:careers@faganconsulting.com). Include in the subject FC-ITS-GA.