

**IAG Service Corporation**  
**750 Shipyard Drive, Suite 310**  
**Wilmington, DE 19801**

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The IAG Service Corporation (ServiceCorp) is a Not-For Profit corporation formed to provide specific services to the E-ZPass Interagency Group, the world's largest, most successful toll interoperability program, with member agencies located in 16 states. The ServiceCorp is seeking qualified candidates for the following position:

**Position description: Business Analyst/Project Manager**

**Position Location: Flexible location with ability to telecommute**

The Business Analyst/Project Manager is an integral part of the ServiceCorp staff. The successful candidate will take a leadership role in managing projects and working with the various standing committees to complete them. As such we are looking for candidates with experience in developing work plans, coordinating work effort with key stakeholders and overall project management of the effort. The ideal candidate will have the following:

- A strong aptitude for leadership
- Excellent communication skills
- Strong analytical skills
- Experience in project management
- Experience in technology. A background in data networks and RFID would be preferred.
- Experience in data analysis and report writing
- Experience in coordinating and building consensus among various groups
- Strong skills with office productivity software
- Ability to travel

**Position Responsibilities:**

- Assist the Executive Director in managing the day-to-day functions of the E-ZPass Program
- Provide support to, and coordination among the various standing committees
- Coordinate analyses and studies that involve multiple states
- Assist IAG Technology Manager in technical duties, and provide backup during absences
- Assist in managing the required deliverables in the IAG technology contract
- Gather, maintain, and evaluate statistical, financial and program data to forecast services, technology and manpower needs, and operating/capital costs
- Manage and oversee the collection, analysis, and distribution of fiscal and program data including developing and implementing recommendations on policy, procedures, and program implementation
- Manage and complete projects, including but not limited to:
  - Non-Toll Opportunities – Work with the IAG committees to identify, investigate and implement various non-toll opportunities that arise on a regular basis

- Reciprocity I and II – Work with the committees to identify potential changes to the reciprocity documents that would make them more relevant to non-toll opportunities beyond parking.
- IAG Data Hub – Work with Technical and Policy committees and consultants to study projected benefits of a hub approach to reciprocity.
- Coordination with AAMVA and DMV on mutual issues pertaining to national interoperability of electronic toll collection and All Electronic Tolling
- Coordinate/develop project schedules and implementation plans, and work with committees and consultants to ensure project deliverables are in accordance with project plan/agreements and are on time and within budget
- Track key business indicators/statistics and provide them in graphic and written form as to be useful tools for the IAG membership
- Track IAG work plan elements to show progress against the plan; identify problem areas and report to the Executive Director
- Other duties as assigned

### **Position Requirements:**

- A Bachelor's degree in Management, Information Technology or related field, along with five (5) years' experience in progressively responsible positions in Tolling, Transportation, Project Management or Information Technology; **OR** ten (10) years' experience in progressively responsible positions in Tolling, Transportation, Project Management or Information Technology
- A strong technical background, preferably in data network and/or RFID fields
- Strong managerial & project management background
- Demonstrated ability to analyze complex organizational and procedural problems and make recommendations
- Demonstrated ability to prepare and analyze complex reports, financial statements, and other budgetary information
- Experience in strategic planning such as planning and mapping a path between the present and future usually for three to five years by determining key objectives, how to accomplish the key objectives, what strategies should be used, what activities would contribute to accomplishing the key objectives and developing performance measures to gauge and report progress or success
- Experience in narrative report writing
- Ability to travel

### **Application Instructions:**

Interested parties are invited to submit a cover letter outlining their qualifications for and interest in this position, accompanied by a current resume, **NO LATER THAN Wednesday, November 15, 2017**, via email to [admin@e-zpassiag.com](mailto:admin@e-zpassiag.com)

The IAG ServiceCorp is an Equal Opportunity Employer.