

GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY POSITION DESCRIPTION

POSITION TITLE: Director of Information Technology	DATE: 06/01/15
DEPARTMENT/TITLE OF SUPERVISOR:	GRADE/LEVEL: 8 (Exempt)

Position Summary (Primary Function)

The Director of Information Technology (IT) is responsible for the development, planning, implementation, and administration of the Information Technology, Telecommunications, Physical and Cyber Security and Shared Use networks and programs for the Greater Asheville Regional Airport Authority. Performs other duties as required.

Responsibilities (Essential Functions)

- Plans, implements, and directs IT functions:
 - Network infrastructure.
 - Ensures the network and system infrastructure, servers, firewalls, routers, switches and components are accurate and efficient pertaining to network usage, security, and government regulations.
 - Telecommunications infrastructure and systems.
 - Local Area Network (LAN).
 - Wide Area Network (WAN).
 - Cloud and virtualization of servers and services.
 - Helpdesk and support functions.
 - Asset and inventory control of hardware, software, and network systems.
 - Airline shared use passenger processing system.
 - Payment Card Industry (PCI).
 - Network and computer Security system and audits.
 - E-mail, calendar, and document management/intranet systems.
 - Website and web-hosting.
 - Parking management system.
 - Project-based technology.
 - IT departmental goals and objectives as they pertain to the strategic plan and mission statement of the airport.
 - IT budget for operational, capital request, and project-based expenses.
 - IT revenue generation from shared use systems such as phone, data, and wireless for airport tenants.
 - Develops and implements an annual IT plan, including Payment Card Industry (PCI), Internet and network usage, E-mail, and shared use networking.
 - Create and implement IT programs to enhance customer service levels, such as wireless, complimentary courtesy phones, and airport-LCD monitor signage.
- Plans, implements and manages:
 - Financial server
 - E-mail and calendar services
 - Flight, Baggage, and Gate display server
 - HVAC and building automation server

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- Antivirus and spam server
- Firewall appliances
- Wireless management application server
- Runway surface scan system server
- Microsoft SQL and all database servers
- Access control and CCTV servers and services
- Call Accounting server
- Call Recording server
- Wireless systems
- Airline shared use passenger processing server
- Website and web-hosting server
- Parking revenue and control server
- Domain Name Service (DNS), MX records, ARP, web-forwarding, CNAME and other network related protocols and services
- Member of Senior Management Team:
 - Assists in short and long range planning of IT items within projects as well as providing financial data.
 - Interprets IT performance and functional information for the management team and Authority Board.
 - Establishes benchmark comparisons with other airports to measure IT performance and function.
 - Creates and maintains Authority policies and directives as they pertain (but not limited) to:
 - Acceptable use of technology
 - Web and E-mail usage
 - Network usage
 - Data retention, backup and recovery
 - Document management
 - Payment Card Industry (PCI) compliance
 - Disaster Recovery

Education

- Requires a Bachelor's degree in Computer Science.
- Master's degree in technology management preferred.

Experience

- Minimum of five (5) years professional experience in a management level capacity.
- Three (3) or more years of experience in airport and or governmental environment preferred.



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Special Knowledge, Skills, and Abilities

- Manage multiple activities and projects.
- Read and interpret detailed information (i.e., service agreements and contracts, financial reports, etc.).
- Ability to prepare and present clear and concise IT reports.
- Proficiency in the use of personal computers, servers, network devices, wireless devices, and mobile phones.
- Proficiency in Microsoft Office products.
- Ability to provide IT leadership and direction to subordinate staff.
- SQL
- HTML
- SSL, TLS, TCP/IP, SIP, SCCP, DNS, and ARP knowledge.
- Microsoft Windows Server 2003 and 2008.
- Linux, Apache, MySQL, PHP.
- Web content management systems.

Supervisory Responsibility

- Manages a staff of three (3) in the IT department consisting of one (1) Network Engineer, one (1) IT Coordinator, and one (1) Systems Technician.

Licenses Required

- Valid North Carolina Driver's License.

Latitude/Independent Judgement/Accuracy

- Position warrants considerable independence and initiative in decision making regarding the IT functions of the Authority.
- Position requires a high level of technical accuracy, as the level of impact resulting from errors could have a long-term negative effect economically.
- Inaccurate work could result in lost revenue and/or increased expenses to the Authority.

Working Conditions

- Physical Demand - Some lifting, carrying, walking, standing, pushing, pulling, stooping, and kneeling requirements necessary up to 50% of the time. Sitting required 50% of the time.
- Mental and/or Visual Demand - Mental and visual demands vary with function performed. Consistent mental attention needed to monitor work flow and respond efficiently.
- Attentiveness to work procedure will reduce potential risk of minor injury in certain work areas.
- Exposed to normal office environment and limited normal industrial environment.

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APPROVAL SIGNATURES:

Director of Administration

Date: _____

Executive Director

Date: _____