

<b>GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY</b> <b>POSITION DESCRIPTION</b>	
<b>POSITION TITLE:</b> Information Technology Assistant	<b>DATE:</b> 12/22/2021
<b>DEPARTMENT/TITLE OF SUPERVISOR:</b> Director of Information Technology	<b>GRADE/LEVEL:</b> 15

### **Position Summary**

- The Information Technology Assistant works directly with the Director of Information Technology to provide a high level of administrative support for the Department of Information Technology and Airport Authority. This position must operate with a considerable degree organization, independent judgment, confidentiality, and initiative. This position serves as a positive advocate for the department and contributes to departmental goals by accomplishing related duties as required.

### **Responsibilities** (Essential Functions)

General responsibilities for the position consist of, but are not limited to, the following tasks:

- Receives incoming telephone calls and visitors, answer questions as appropriate and/or directs them to appropriate party.
- Serves as the first point of contact for all IT related support calls. Responsible for creating / tracking support tickets and routing request to appropriate member(s) of the department in a timely manner.
- Establishes and maintains records for all departmental service level agreements (SLA's) or annual support contracts with third party vendors.
- Manage the Information Technology billing system for IT related products and services provided to our customers and tenants.
- Conducts Asset and Inventory tracking for all technology related hardware and software.
- Conducts periodic audits of Authority owned hardware, software, products, and services.
- May assist with basic troubleshooting, testing, repair and maintenance for miscellaneous hardware and software such as computers, laptops, printers, copiers, peripherals, and standard computer programs.
- May assist with the creation of new user accounts for systems access and aid with password resets.
- Conducts daily field inspections of ancillary systems throughout the campus such as parking and revenue control, emergency call stations, public address system, courtesy phones, airline common use equipment, flight information displays and public television's communication closets.
- Coordinate repair efforts with outside vendors and provide escort services throughout secure areas of the Airport campus as needed.
- Conducts initial basic computer training for new Authority employees and creates technology related instructional / training material as directed.
- Monitor's inventory levels. Procure, organize, inventory, ship, track, deliver, IT related stock and supplies as needed.

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- Reviews contracts and related documents. Secures appropriate signatures and tracks documents through the approval process.
- Maintains and updates the departmental contact database for employees, customers, tenants, and third-party vendors.
- Assist with creation and maintenance of the annual Information Technology budget
- Schedules and sets up meetings and provides necessary materials for meetings or other various department related activities as directed.
- Assists staff and visitors with audio/video/conferencing related issues within Airport conference rooms and other meeting spaces
- Prepares graphic materials, reports, spreadsheets, forms, presentation material, statistical summaries, and other documents to communicate Department of Technology activities.
- Types, copies, and emails correspondence, memoranda, and contracts, as needed.
- Makes conference and travel arrangements for Department Staff.
- Responsible for any other duties as may be assigned from time to time by the Director of Information Technology.
- Required to work in shifts as deemed necessary by Director of Information Technology.

### **Education Requirements**

- Associate degree in field of Information Technology and/or 2 years equivalent work experience.

### **Experience Requirements**

- Two years of experience preferred.

### **Special Knowledge, Skills, and Abilities**

- Exceptional organizational skills.
- Effectively communicate to explain issues of a technical nature clearly and precisely.
- Understanding of technology terms and familiarity with technical equipment
- Highly skilled in the Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, One Note)
- Highly skilled in Adobe Acrobat Professional. Ability to create and edit Adobe PDF forms
- Proficient in Microsoft Windows 10, Android and Apple mobile devices
- Functional working knowledge of computer operation, printers, wireless technology.

### **Supervisory Responsibility**

- None

### **Licenses Required**

- Valid North Carolina Driver's License



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**Certifications Required**

- Microsoft Office Certification required within 2 years of hire.
- Adobe Acrobat Professional certification required within 2 years of hire.
- A+ certification considered a plus for this position.

**Latitude/Independent Judgement/Accuracy**

- The Director of IT establishes workflow for the position.
- Reasonable care for equipment/process will prevent damage.
- Responsible for own work but must coordinate work with others.

**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 workflow 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.
- Accidents unlikely outside of minor injury such as abrasions, cuts, or bruises.
- May be required to lift up to 45lbs


**APPROVAL SIGNATURES:**

  
 \_\_\_\_\_  
 Department Director

Date: 12-29-2021

  
 \_\_\_\_\_  
 Director of Administration

Date: 12-29-2021

  
 \_\_\_\_\_  
 Executive Director

Date: 12-29-2021