

**GREATER ASHEVILLE REGIONAL AIRPORT  
AUTHORITY  
POSITION DESCRIPTION**

<b>POSITION TITLE:</b> IT Systems Administrator	<b>DATE:</b> 06/17/2022
<b>DEPARTMENT/TITLE OF SUPERVISOR:</b> Director of Information Technology	<b>GRADE/LEVEL:</b> 22 (Exempt)

**Position Summary** (Primary Function)

This position is responsible for managing and maintaining the organization’s core IT infrastructure and technologies in accordance with all applicable policies, directives, industry standards, and best practices. This position is considered a top tier technical position and requires a high level of expertise to support the Airport’s most critical systems. This position communicates daily with the Director of Information Technology, ensuring all systems and applications are in good working order. Under limited supervision, the IT Systems Administrator must have the ability to analyze, troubleshoot, remedy medium to complex technical issues at an advanced level. Must pass a ten-year criminal history background check and maintain security clearances as required by the Transportation Security Administration (TSA).

**Responsibilities** (Essential Functions)

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

- Works with a cross-functional team of IT Systems Administrators to ensure the stable operation of all Information Systems at the Airport.
- Manages and supports vital Airport systems and technologies, including, applications, servers, email systems, VoIP, security tools and other hardware.
- Manages the physical and virtual server infrastructure ensuring redundancy and maximum uptime.
- Manages the organizations network infrastructure including routers, switches, firewalls, wireless access points, low voltage cabling and fiberoptic backbones.
- Performs server administration tasks in a Microsoft environment, including user/group administration, security permissions, group policies, print services, patch management, research event log warnings and errors, DNS, DHCP, Active Directory, IIS, SSL and resource monitoring.
- Tests new releases of products to ensure compatibility and minimize user impact.
- Assists with the backup and recovery of all network files, applications, and servers.
- Recommends, schedules, and performs software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases.
- Conducts research on emerging products, services, protocols, and standards in support of systems software procurement and development efforts.
- Oversees datacenter health using approved management tools.

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- Proactively anticipates problems and puts processes or solutions in place to avoid them in the future; or refers problems to appropriate source.
- Helps manage new projects and initiatives.
- Interacts with, meets with, discusses, and troubleshoots issues with vendors; evaluates vendor products, services, and makes suggestions.
- Frequently has direct customer, tenant, vendor, and end user interaction.
- Develops and documents technical processes, procedures and diagrams as needed.
- Interacts with other team members to assist in troubleshooting, identifying root cause and provides advanced technical support to end users when needed.
- Relies on emerging technologies to resolve issues.
- Responsible for maintaining some confidential information.
- Responsible for any other duties as may be assigned from time to time by the Director of Information Technology.
- May be required to work in shifts as deemed necessary by Director of Information Technology.
- On call 24/7/365.

**Education Requirements**

- Bachelor's degree in the field of computer science and/or 5 years equivalent work experience.
- Continuing education / development in the field of technology required.

**Certifications**

- Professional certifications in Microsoft, VMWare and/or Networking may be required.

**Experience Requirements**

- Experience in project management, application integration and cloud computing.
- Able to read and interpret construction drawings.
- Hands-on software and hardware troubleshooting experience.
- Experience documenting and maintaining configuration and process information.

**Special Knowledge, Skills, and Abilities**

- This position requires skills in prioritization, organization, verbal communications and interpersonal relations, and the ability to manage multiple projects simultaneously.



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- Mechanical aptitude.
- Ability to read a variety of informational documentation, directions, instructions, methods, and procedures, such as technical manuals, software manuals, wiring diagrams, blueprints, product documentation and related materials.

**Supervisory Responsibility**

- None at this time.

**Licenses / Clearances Required**

- Valid North Carolina Driver's License
- Must pass a ten-year criminal history background check and maintain security clearances as required by the Transportation Security Administration (TSA).

**Latitude/Independent Judgment/Accuracy**

- The Director of Information Technology oversees workflow for the position.
- Rarely receives instruction prior to completing standard work.
- Determines methods and procedures for new assignments.
- Exercises judgment within broadly defined practices and procedures.
- Decisions frequently require a high level of judgment and analysis of the appropriate course of action.
- Keen attention to detail.
- Strong customer service orientation.
- Diligence must be exercised when handling confidential information.
- Responsible for own work but must coordinate work with others.

**Working Conditions**

- 40-hour on-site work week with on-call availability.
- Some travel required.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
- Inspection of cables in floors, ceilings, and outdoor cable paths.
- Physical Demand – Exposed to heat, cold, rain and snow in a noisy environment. Must possess the ability to perform strenuous physical activities such as lifting heavy equipment, climbing, squatting, and crawling.
- Attentiveness to work procedure will reduce potential risk of injury in work areas
- Will be subject to recall after normal duty hours as needed

