GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY	
POSITION DESCRIPTION	
POSITION TITLE: Airport Systems Technician II	**DATE**: 02/14/2022
DEPARTMENT/TITLE OF SUPERVISOR: Director of Information Technology	**GRADE/LEVEL**: 18

Position Summary (Primary Function)

Under general supervision, the Airport Systems Technician is responsible for providing Level I/II support for a multitude of technical disciplines including but not limited to workstations, laptops, servers, printers, tablets, A/V, network equipment, telephony hardware, wi-fi, and other vendor specific applications and hardware. In addition, this position is responsible for the maintenance of components related to the Airports access control, CCTV and low voltage / structured cabling infrastructure across the campus. The Airport Systems Technician works closely with Sr. IT Systems Administrators, ensuring all hardware, software, and services within the realm Information Technology are operational, secure, and in good working order. 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:

- Install, configure, and maintain components related to the Airport Security System(s) including but not limited to card readers, cameras, and door hardware, electric strikes, delayed egress locking systems etc.
- Image, install, configure, and test new workstations, laptops, peripheral equipment, and software
- Troubleshoot, research, and respond to hardware and software issues in person, remotely, or via phone
- Assist with installation of software applications along with required updates and patches.
- Assist staff, tenants, and visitors with teleconferencing and A/V presentation equipment
- Assist with diagnosing and resolving local networking, telephony, and server issues
- Coordinate and schedule end user upgrades/maintenance while minimizing downtime and interruptions to business workflow.
- Provides status updates and completion information to all relevant users and/or management, via voice mail, e-mail or in-person communication
- Conducts initial training and setup for new staff members.
- Assists in research and procurement of computer accessories and supplies

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- Responsible for keeping all communication rooms across the campus clean, organized and well maintained while adhering to best practices, industry standards, and manufacturer requirements.
- Proactively anticipates problems, determines root cause, and puts processes in place or refers problems to appropriate source to avoid them in the future.
- Remain abreast of rapidly changing hardware and software technology
- Test and recommend hardware on an as-needed basis.
- Performs self-study or attends in person/online training to obtain technical proficiency on technologies he/she is responsible for.
- 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.

Education Requirements
- College diploma or university degree in the field of Information Technology and/or high school diploma with 3 years equivalent work experience.

Certifications

- A+, Network+ Certification a plus

Experience Requirements

- 3 years equivalent work experience in the field of Information Technology

Special Knowledge, Skills, and Abilities
- Excellent customer service and troubleshooting skills.
- Strong understanding of IT principles and the ability to communicate technical concepts effectively.
- Must be familiar with all low voltage cabling specifications as it relates to CAT5e, CAT6, twisted pair, fiber optics, ethernet, PoE, RS232 / RS485 communications.
- Strong sense of discretion and confidentiality required
- Working knowledge of TIA, EIA, BICSI, or NEC Standards; including installation, trouble shooting and service.
- Strong working knowledge of, Microsoft Windows Operating Systems, Microsoft Office products, Android OS and Apple IOS
- Excellent problem-solving, critical thinking, and troubleshooting skills
- Strong mechanical aptitude. Ability to operate small hand and power tools

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Supervisory Responsibility
- None at this time.

Licenses Required
- Valid North Carolina Driver's License

Latitude/Independent Judgment/Accuracy
- The Director of Information Technology establishes workflow for the position.
- Rarely receives instruction prior to completing standard work.
- Decisions frequently require a high level of judgment and analysis of the appropriate course of action.
- Responsible for own work but must coordinate work with others.
- Works with other departments, such as Airport Operations, DPS, and Maintenance, to maintain equipment and support duties that overlap.

Working Conditions
- 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 or work in shifts as deemed necessary by the Director of Information Technology.
- On call 24/7/365

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