GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY POSITION DESCRIPTION	
POSITION TITLE: IT Infrastructure Manager	**DATE**: 9/15/2025
DEPARTMENT/TITLE OF SUPERVISOR: Vice President of Information Technology	**GRADE/LEVEL**: 24 (Exempt)

Position Summary (Primary Function)

Responsible for overseeing the efficient operation of the organization's IT infrastructure and support services team in accordance with all applicable policies, directives, industry standards, and best practices. This includes managing staff and resources, ensuring the reliability, security, and performance of the Airport's critical systems, and overseeing day-to-day support operations. The position provides strategic and operational leadership while maintaining a strong technical foundation to guide infrastructure and support initiatives.

Responsibilities (Essential Functions)

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

- Leads, motivates, educates, and mentors the IT infrastructure and support services teams, while fostering a positive and productive work environment.
- Manages day-to-day IT operations, including service desk workflows, ticket escalations, and end-user support.
- Oversees the IT Support Services Team (Helpdesk), ensuring timely and effective resolution of support requests, incidents, and break/fix issues.
- Develops and monitors service level objectives (SLOs) and key performance indicators (KPIs) for support services to ensure high levels of customer satisfaction.
- Coordinates with infrastructure and support teams to ensure seamless delivery of IT services across the organization.
- Designs, plans, and executes IT projects, including infrastructure upgrades, new system implementations, and migrations while establishing budgets, timelines, and resource allocation.
- Researches, designs, and implements network, cloud, and end-user technologies.
- Manages and oversees the Airport physical and virtual server environment, ensuring a high level of redundancy and maximum uptime.
- Collaborates with VP–Information Technology to analyze and improve the organization's LAN, WAN, and cloud environments.
- Ensures the testing of new product releases to guarantee compatibility and minimize user impact.
- Oversees backup and recovery procedures for all network files, applications, and servers.
- Helps develop and maintain robust backup and disaster recovery plans for critical systems and data.
- Conducts research on emerging technologies to support future initiatives.
- Oversees datacenter health using approved management tools.

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Vice President of Information Technology	24 (Exempt)

- Proactively identifies and mitigates potential problems or escalates them to the Vice President of Information Technology.
- Interacts with vendors, discussing, troubleshooting issues, and evaluating products and services.
- Develops and documents technical processes, procedures, and diagrams as needed.
- Collaborates with other team members to troubleshoot, identify root causes, and provide advanced technical direction.
- Leverages emerging technologies to resolve issues effectively.
- Maintains some confidential information.
- All other duties as assigned.

Education Requirements
- Master's degree in Information Technology or related field, preferred.
- Bachelor's degree in Information Technology or related field, or any combination of education and relevant work/industry/military/job specific experience that produces the required knowledge, skills, and abilities to successfully perform the essential job duties/responsibilities.

Certifications
- Active CCNA required. CCNP preferred
- Active professional certifications in Microsoft Server, Microsoft Azure, Office 365, and/or VMWare, preferred.
- Ongoing continuing education/development in the field of information technology required.

Experience Requirements
- 7-10 years' experience in a Network/Systems Engineer role or IT infrastructure management.
- Strong understanding of networking, server administration, storage, virtualization and cloud computing technologies.
- Advanced understanding of network design techniques, theories, principles, and practices.
- Ability to read and interpret construction drawings.

Special Knowledge, Skills, and Abilities
- Strong leadership and mentoring abilities to guide and support a team of IT professionals.
- Experience training and transferring technical knowledge and a willingness to teach and coach others.

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- Possesses an open-minded approach, listens to the opinions of others, strong teamwork mentality, prevents or quickly resolves conflicts.
- Exceptional customer service skills, with the ability to handle escalated support issues and resolve conflicts diplomatically.
- Experience cultivating, maintaining, and optimizing vendor relationships
- Self-directed leader with the ability to multi-task, prioritize work, and meet deadlines.
- Experience in project management and budget control.
- Outstanding written and verbal communication skills, including the ability to convey complex technical concepts in a clear and concise manner to non-technical users.
- Strong understanding of IT principles, networking fundamentals, and troubleshooting methodologies.
- Exceptional problem-solving and critical-thinking skills, with the ability to anticipate issues, identify root causes, and implement effective solutions.
- Familiarity with low voltage cabling specifications (e.g., CAT5e, CAT6, fiber optics) and industry standards such as TIA, EIA, BICSI, or NEC.
- Ability to read and interpret logical/construction diagrams.
- Eagerness to stay updated on emerging IT trends and technologies to recommend and implement improvements.
- Strong sense of discretion and confidentiality required.

Supervisory Responsibility
- Manages the IT infrastructure and IT support services teams.
- Serves as back-up supervisor for the Vice President of Information Technology.

Licenses Required
- Valid driver's license or ability to obtain.

Latitude/Independent Judgment/Accuracy
- Rarely receives instruction prior to completing standard work.
- Collaborates and strategizes with the VP of Information Technology.
- 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.
- Diligence must be exercised when handling confidential information.

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Working Conditions

- Physical Demand – Works primarily inside and must be able perform work, exerting up to 50 lbs. of force occasionally, and/or up to 25 lbs of force frequently, and/or negligible amounts of force constantly to move objects.
- Exposed to heat, cold, rain and snow in a noisy environment.
- Physical activities include some climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, feeling, talking, hearing, grasping, and repetitive motions.
- May be required to sit or stand 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.
- Primarily works M-F but supports a 24/7/365 staffed operation. Hours may be changed for operational requirements. Work required at other times for supervision, training, special events, irregular operations, inclement weather, and emergencies.
- Subject to emergency call backs for work.
- Participate in departmental on-call rotation.
- Some travel is required.
- This position is deemed non-essential.
- Primary job functions require in-person/on-site work.
- This position is subject to call-back work and holiday work.
- Attentiveness to work procedure will reduce potential risk of injury in work areas.
- Must successfully pass and maintain an active Security Threat Assessment (STA) and Criminal History Records Check (CHRC). Certain convictions will disqualify individuals from unescorted access privileges and therefore excluded from employment.