



VP of Information Technology

Recruitment Information





The Greater Asheville
Regional Airport Authority
invites applications for
**Vice President of
Information Technology**

This is a senior leadership position key to ensuring effective technology operations and propelling AVL into the future.

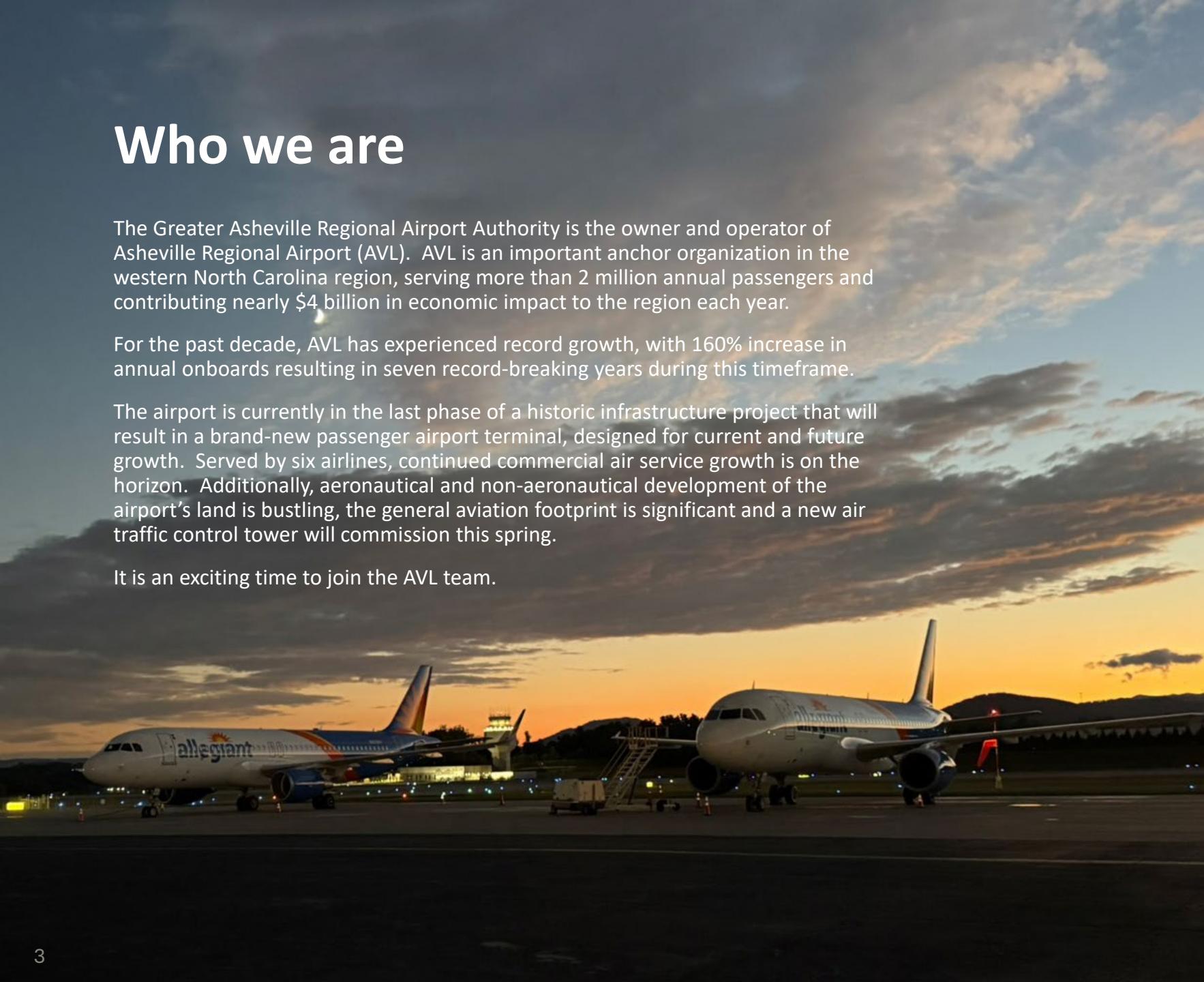
Who we are

The Greater Asheville Regional Airport Authority is the owner and operator of Asheville Regional Airport (AVL). AVL is an important anchor organization in the western North Carolina region, serving more than 2 million annual passengers and contributing nearly \$4 billion in economic impact to the region each year.

For the past decade, AVL has experienced record growth, with 160% increase in annual onboards resulting in seven record-breaking years during this timeframe.

The airport is currently in the last phase of a historic infrastructure project that will result in a brand-new passenger airport terminal, designed for current and future growth. Served by six airlines, continued commercial air service growth is on the horizon. Additionally, aeronautical and non-aeronautical development of the airport's land is bustling, the general aviation footprint is significant and a new air traffic control tower will commission this spring.

It is an exciting time to join the AVL team.



The Asheville region



Imagine living in a place where you can enjoy mountain views or mountain adventures... gourmet food or street fare... breweries, vineyards, live music, city life or peaceful meditation by a river... hundreds of waterfalls... national and state parks with world-class hiking, climbing, biking and paddling... North Carolina's top visitor attraction (the Biltmore Estate)... zip lining, golf, an arts district filled with studios and galleries, a drum circle in the heart of downtown, and more. Asheville is vibrant and amazing.

And the quality of life is incredible. Western North Carolina is vibrant and growing and waiting for you to experience its warm welcome. Learn more: [Explore Asheville | Things to Do, Events, & Hotels | Asheville, NC's Official Travel Site](#)



THE OPPORTUNITY

Overview of Requirements

Provides executive leadership and operational oversight of all Information Technology (IT) systems for the Greater Asheville Regional Airport Authority. 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. Drives technology strategy in collaboration with other leaders to improve customer experiences, operational efficiencies and to support revenue generation. As a senior leader, is expected to uphold and model the organization's mission, vision and these core values: Forward, Integrity, Empathy, and Welcome.

Responsibilities & Essential Functions

- **Plans, implements, and directs IT functions:**

- Develops and executes the airport's IT strategy aligned with the organization's goals
- Recruits, develops and leads IT staff and external service providers to effectively support the organization's IT needs
- Oversees all the IT operations including but not limited to: network infrastructure, applications, cybersecurity, data, and telecommunications. Ensures the network and system infrastructure, servers, firewalls, routers, switches and components are accurate and efficient pertaining to network usage, security, and government regulations. Ensures high availability and resilience of mission-critical systems (such as airport operations, airline systems, security, baggage, and passenger processing)
- Leads technology regulatory compliance plans (FAA, TSA, DHS, PCI, CJIS as applicable)
- Manages IT capital & operating budgets, optimizing vendor contracts & licensing
- Oversees disaster recovery, business continuity, and incident response planning relating to Information Technology
- Collaborates with airport Planning and Business Development departments to ensure IT infrastructure requirements are integrated into capital projects and construction or development programs, and as needed, manages IT coordination with outside contractors, architects, and system designers to ensure successful execution of construction programs and technology deployments



- **Implements and manages critical systems, including:**

- 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 common use passenger processing systems
- Payment Card Industry (PCI)
- Network and computer security system and audits
- E-mail, calendar, and document management/intranet systems
- Website technical support and web-hosting
- Parking management system
- Project-based technology

- **Plans, implements and manages:**

- Financial server
- E-mail and calendar services
- Flight (FIDS), Baggage (BIDS), and Gate (GIDS) display servers
- HVAC and building automation server
- 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 common use passenger processing server
- Website server and technical support services
- Parking revenue and control server
- Domain Name Service (DNS), MX records, ARP, web-forwarding, CNAME and other network related protocols and services

- **Professional certifications:**

- CISSP (Certified Information Systems Security Professional) or CISM (Certified Information Security Manager) strongly preferred.
- CCNP (Cisco Certified Network Professional) or equivalent enterprise networking certification preferred.
- ITIL Foundation or higher certification preferred (service management).
- PMP (Project Management Professional) or equivalent project management certification desirable
- Cloud certifications (AWS, Azure, or Google Cloud) desirable.
- Ongoing continuing education/development in the field of information technology required.



- **Specifically, as a member of the senior management team:**
 - Leads technology transformation initiatives and demonstrates measurable results; maintains an active network with other airport IT professionals to stay abreast of new technologies and resources
 - Assists in short- and long-range planning of IT items within projects, as well as provides financial data
 - Develops and leads IT departmental goals and objectives as they pertain to the strategic plan and mission statement of the airport
 - Develops and manages IT operational and capital budgets
 - 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
 - Collaboratively 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
 - Leads by example, focusing on the Airport Authority's mission, vision and core values of Forward, Integrity, Empathy and Welcome.
- **Supervises the IT employees:**
 - Oversees the professional development of staff to support their overall engagement, development, and goal achievement.
 - Ensures all employees have proper training and tools to effectively and efficiently perform their duties.
 - Mentors, motivates, and leads assigned employees in alignment with Greater Asheville Regional Airport Authority (GARAA) Vision, Mission, and Core Values.
 - Participates in recruitment, hiring, on-boarding, training, coaching, counseling, disciplinary and termination processes of employees.
 - Ensures compliance with all GARAA rules, regulations, policies and directives.
 - Delivers employee performance reviews by established dates.
 - Formulates comprehensive and concise instructions/procedures/directives in both oral and written form.
 - Develops staff and work schedules, assigns, tracks, and inspects work for quality, effectiveness, and cost.
- **Performs other duties as required and assigned.**



Knowledge, Skills & Abilities

- Ability to manage multiple activities and projects and to communicate status of each
- Ability to read and interpret detailed information (i.e., service agreements and contracts, financial reports, etc.)
- Ability to prepare and present clear and concise reporting to senior leadership and the Authority Board, including executive presentations through detailed implementation and phasing strategies
- 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
- Knowledge and skills in the following preferred: Microsoft Windows Server and Linux Operating Systems, bare metal and virtualized; Azure cloud environment and services; VMware vSphere, vSAN, and converged/hyper-converged infrastructure management; Enterprise AV systems, digital signage, and Microsoft Teams integrated conference room/collaboration technology
- Other relevant IT certifications

Supervisory Responsibilities

- Provides executive leadership and direct oversight of an IT team of approximately 10 staff members, including Systems Administrators, Network Administrators, Special Systems Technicians, Help Desk/Support Technicians, and an Administrative Coordinator. Responsible for team performance, professional development, and succession planning. Coordinates with external consultants and managed service providers as needed.

Educational Requirements

- Bachelor's degree in Information Systems, Computer Science or related field, required.
- Master's degree in MIS, Engineering Management, or similar preferred.
- Minimum of ten (10) years' professional experience in IT, with at least five (5) years in a senior management or executive leadership capacity
- Five (5) or more years of experience in airport, aviation, critical infrastructure, or governmental environment strongly preferred
- Preference given to candidates with IT leadership experience at small or medium-sized US airport hubs
- Experience with US airport innovation initiatives, including Generative AI applications, airport special systems (AODB, EVIDS, FIDS, BHS integration), and enterprise system integrations highly desirable
- Strong understanding of cybersecurity, infrastructure, and enterprise applications
- Proven experience managing budgets, vendors, and large-scale IT projects
- Excellent leadership, communication, and stakeholder management experience



SALARY & BENEFITS

The Authority's benefits are excellent, and **salary is commensurate with experience with a recruitment salary between \$120,000 and \$150,000.**

Benefits include health, dental, vision, life insurance, long and short-term disability, accident and critical illness insurance. AVL employees are also members of the State pension plan and are required to contribute 6% to the North Carolina Retirement System. This position is eligible for 12 paid holidays, vacation leave, sick leave, and professional leave. Additional benefits 401(k) contribution of 5% by AVL, cell phone allowance, vehicle allowance, and longevity bonus.

To apply, visit:

Career Opportunities | Asheville Regional
Airport

Please attach the following to your application:
cover letter, resume, and a list of three
professional references. Please address your
experience and accomplishments in the areas
noted in the “Responsibilities & Essential
Functions” section above.

To learn more about the airport, visit flyavl.com.

MISSION

To champion exceptional experiences and economic vitality

VISION

To be an authentic and convenient gateway for business and adventure

Core Values: Forward | Integrity | Empathy | Welcome

