

GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY

POSITION DESCRIPTION

POSITION TITLE: Vice President of Information Technology	DATE: 02/01/2026
DEPARTMENT/TITLE OF SUPERVISOR: Information Technology/Chief Administrative Officer	GRADE/LEVEL: 26 (Exempt)

Position Summary (Primary Function)

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.

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)

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- 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
- 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:

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- 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.

Education

- Bachelor's degree in Information Systems, Computer Science or related field, required.
- Master's degree in MIS, Engineering Management, or similar preferred.

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.

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Experience

- 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.

Special Knowledge, Skills, and 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 Responsibility

- 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.

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Reporting Relationship

- Reports directly to the Chief Administrative Officer (CAO). Serves as a member of the senior leadership team. Works closely with all GARAA departments and tenants of the airport including but not limited to airlines, TSA, FAA, rental car agencies, concessionaires, and external technology partners and vendors.

Licenses Required

- Valid driver's license or ability to obtain.

Latitude/Independent Judgement/Accuracy

- Position warrants considerable independence and initiative in decision-making regarding the IT functions of the Authority.
- Position requires a high level of technical accuracy, as the level of impact resulting from errors could result in lost revenue and/or increased expenses to the Authority
- Strong sense of discretion and confidentiality required.

Sensory Requirements

- Color distinction
- Peripheral, near and distance vision
- Depth perception
- Smell
- Touch
- Hearing

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.
- 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.



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Other Requirements

- 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.
- Some travel is required.
- This position is deemed non-essential.
- Primary job functions require in-person/on-site work.
- 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 exclude them from employment.
- Must obtain and maintain Non-Movement Area Driver's endorsement within 90 days of employment.
- This position must have a valid driver's license at all times and be able to drive to various locations, on and off-airport premises.

