

<b>GREATER ASHEVILLE REGIONAL AIRPORT AUTHORITY POSITION DESCRIPTION</b>	
<b>POSITION TITLE:</b> IT Systems Technician Lead	<b>DATE:</b> 04/28/2026
<b>DEPARTMENT/TITLE OF SUPERVISOR:</b> Vice President of Information Technology	<b>GRADE/LEVEL:</b> 19 Exempt

**Position Summary** (Primary Function)

This position oversees the work of the IT Support Services team and also participates in completing systems technician tasks with subordinate team members. 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 Airport’s access control, CCTV and low voltage / structured cabling infrastructure across the campus. The position works closely with the IT Systems Administrators, ensuring all hardware, software, and services within the realm of Information Technology are operational, secure, and in good working order. Lead responsibilities include overseeing the day-to-day operations and scheduling of the team.

**Responsibilities** (Essential Functions)

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

- Ensures high-quality delivery of technical support by overseeing the work of the IT Support Services team.
- Plans, organizes, and determines work priorities for the IT Systems Technicians, adjusts and amends priorities as necessary.
- Assigns and inspects work, trains, and assists with employee skill growth.
- Assists with the team schedule to ensure adequate coverage for supporting services during business hours and on-call periods.
- 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.
- Assists with the 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 in technologies they are responsible for.
- Responsible for maintaining some confidential information.
- Responsible for any other duties as may be assigned.

### **Education Requirements**

- Bachelor's degree in Information Technology or related field, preferred.
- Associate'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.

### **Experience Requirements**

- Minimum of five years' professional experience in the field of Information Technology.

### **Certifications**

- A+, Network+ Certification, preferred.

### **Special Knowledge, Skills, and Abilities**

- Strong leadership and mentoring abilities to guide and support the work of the team.
- Skills to effectively lead and motivate a diverse staff.
- Excellent organizational and time-management skills to oversee multiple projects and priorities.
- Exceptional customer service skills, with the ability to handle escalated support issues and resolve conflicts diplomatically.
- 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.
- Familiarity with low voltage cabling specifications (e.g., CAT5e, CAT6, fiber optics) and industry standards such as TIA, EIA, BICSI, or NEC.
- Strong working knowledge of Microsoft Windows Operating Systems, Microsoft Office Suite, Android OS, and Apple iOS.

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- Knowledge of teleconferencing and A/V systems and the ability to troubleshoot and support related hardware and software.
- Eagerness to stay updated on emerging IT trends and technologies to recommend and implement improvements.
- Familiarity with the operation of small hand and power tools for minor hardware installations or repairs.
- Exceptional problem-solving and critical-thinking skills, with the ability to anticipate issues, identify root causes, and implement effective solutions.
- Strong sense of discretion and confidentiality required.

**Supervisory Responsibility**

- None. Under the guidance of the VP of Information Technology, oversees the work of the IT Support Services team.

**Licenses Required**

- Valid driver’s license required.

**Latitude/Independent Judgment/Accuracy**

- The Supervisor 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.
- Discretion must be exercised when handling confidential information.
- Reasonable care for equipment/process will prevent damage.
- 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**

- This is a full-time position.
- 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, kneeling, pushing, stooping, and crawling.
- May be required to lift up to 50 pounds on occasion.
- Sitting or standing 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.

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- Mental and/or Visual Demand - Mental and visual demands vary with function performed. Consistent mental attention needed to monitor workflow and respond efficiently.
- The abilities to view a computer terminal, communicate electronically, answer a telephone, read, prepare and analyze data and figures constantly, as well as communicate verbally are required.
- Must be able to operate a computer and be familiar with Microsoft office products.
- 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.
- Exposed to weather elements on occasion.

**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 training, special events, irregular operations, inclement weather, holidays, and emergencies.
- Subject to emergency call backs for work.
- Participates in departmental on-call rotation.
- This position is deemed non-essential.
- Primary job functions require in-person/on-site work.
- Some travel is required.
- 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.

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