

**GREATER ASHEVILLE REGIONAL AIRPORT
AUTHORITY
POSITION DESCRIPTION**

POSITION TITLE: IT Systems Administrator I	DATE: 05/26/2026
DEPARTMENT/TITLE OF SUPERVISOR: Vice President of Information Technology	GRADE/LEVEL: 21 (Exempt)

Position Summary (Primary Function)

This position is responsible for maintaining the organization's core IT infrastructure and technologies in accordance with all applicable policies, directives, industry standards, and best practices. This position is considered a Tier 2 technical position and requires an advanced level of expertise to support the Airport's most critical systems. This position communicates daily with the Vice President of Information Technology, ensuring all systems and applications are in good working order. Under limited supervision, the IT Systems Administrator must have the ability to analyze, troubleshoot, and remedy medium to complex technical issues. 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:

- Works with a cross-functional team of IT Systems Administrators to ensure the stable operation of all Information Systems at the Airport.
 - Supports vital Airport systems and technologies, including, applications, servers, email systems, VoIP, security tools and other hardware.
 - Supports the physical and virtual server infrastructure ensuring redundancy and maximum uptime.
 - Supports the organization's network infrastructure including routers, switches, firewalls, wireless access points, low voltage cabling and fiberoptic backbones.
 - Performs server administration tasks in a Microsoft environment, including user/group administration, security permissions, group policies, print services, patch management, research event log warnings and errors, DNS, DHCP, Active Directory, IIS, SSL and resource monitoring.
 - Tests new releases of products to ensure compatibility and minimizes user impact.
 - Assists with the backup and recovery of all network files, applications, and servers.
 - Recommends, schedules, and performs software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases.
 - Conducts research on emerging products, services, protocols, and standards in support of systems software procurement and development efforts.
 - Oversees datacenter health using approved management tools.
 - Proactively anticipates problems and puts processes or solutions in place to avoid them in the future; or refers problems to appropriate source.
 - Helps manage new projects and initiatives.
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- Interacts with, meets with, discusses, and troubleshoots issues with vendors; evaluates vendor products, services, and makes suggestions.
- Frequently has direct customer, tenant, vendor, and end user interaction.
- Develops and documents technical processes, procedures and diagrams as needed.
- Interacts with other team members to assist in troubleshooting, identifying root cause and provides advanced technical support to end users when needed.
- Relies on emerging technologies to resolve issues.
- Responsible for maintaining some confidential information.
- Responsible for any other duties as may be assigned from time to time by the Vice President of Information Technology.
- May be required to work in shifts as deemed necessary by Vice President of Information Technology.
- On call rotation.

Education Requirements

- Bachelor's degree in Information Technology or other related field preferred.
- Continuing education / development in the field of technology required.

Certifications

- Current professional certifications in Microsoft, VMWare and/or Networking are highly preferred

Experience Requirements

- At least five years of relevant work experience.
- Experience in project management, application integration and cloud computing.
- Experience reading and interpreting construction drawings.
- Hands-on software and hardware troubleshooting experience.
- Experience documenting and maintaining configuration and process information.

Special Knowledge, Skills, and Abilities

- This position requires skills in prioritization, organization, verbal communications and interpersonal relations, and the ability to manage multiple projects simultaneously.
 - Ability to read a variety of informational documentation, directions, instructions, methods, and procedures, such as technical manuals, software manuals, wiring diagrams, blueprints, product documentation and related materials.
 - Excellent organizational and time-management skills.
 - Exceptional customer service skills.
 - Outstanding written and verbal communication skills, including the ability to convey complex technical concepts in a clear and concise manner to non-technical users.
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- 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.
- 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.

Licenses Required

- Valid North Carolina driver's license or the ability to obtain.

Latitude/Independent Judgment/Accuracy

- The Supervisor establishes workflow for the position.
- Rarely receives instruction prior to completing standard work.
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- 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.
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- 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.
- 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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