



Position Description

<i>Department</i>	Facilities
<i>Position Title</i>	Information Systems Technician I
<i>Grade</i>	7
<i>Reports To</i>	Supervisor – Information Systems
<i>FLSA</i>	Non-Exempt
<i>Approved Date</i>	April 30, 2008
<i>Revised Date</i>	November 9, 2011
<i>Purpose</i>	To support and maintain in-house computer systems, desktops, server, and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal workstation performance.
<i>Duties & Activities</i>	Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance. Accurately document instances of hardware failure, repair, installation, and removal.
	Aid in development of business continuity and disaster recovery plans, maintain current knowledge of plan executables, and respond to crises in accordance with business continuity and disaster recovery plans.
	Assist in developing long-term strategies and capacity planning for meeting future computer hardware needs. Support development and implementation of new computer projects and new hardware installations.
	Monitors, plans, and coordinates the distribution of client/server software and service packs. Documents all licensed software and audits user computers for compliance.
	Maintain up-to-date knowledge of hardware and equipment contracts and supervise contract-based installations.
	Liaise with, and provide training and support to, end users and staff on computer operation and other issues. If necessary, liaise with third-party support and PC equipment vendors.
	Perform on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end users, and recommend and implement corrective hardware solutions, including off-site repair as needed.
	Perform installation, termination, troubleshooting on all copper systems that make up the network/communications system. Run cable as necessary for airport or tenants as necessary.

	Maintains regular and punctual attendance. Works extended hours, outside of regular shift schedule, as required by operational needs.
	Respond to and assist with Airport emergencies. Perform other duties as assigned.
<i>Role Definition</i>	Individual Contributor
<i># of Direct Reports</i>	None
<i># of Indirect Reports</i>	None
<i>Budget Responsibilities</i>	None
<i>Education & Experience</i>	Associate's degree (A.A.) or equivalent from an accredited two-year college or technical school; 2-3 years of related work experience to include: help desk support and server/network administrator; or equivalent combination of education and experience.
<i>Language Skills</i>	Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
<i>Math Skills</i>	Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
<i>Reasoning Ability</i>	Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to troubleshoot problems with equipment or systems with or without schematic aids.
<i>Computer Skills</i>	Experience with hardware, software, networking, and cabling.
<i>Technical/Trade Skills</i>	Formal technical training or equivalent experience
<i>Interpersonal Skills</i>	Typically has frequent contacts outside the workgroup.
<i>Licenses/Certifications</i>	Valid Driver's License and clean driving record history is required.
<i>Physical Effort</i>	Must continuously stand or walk or there is a regular requirement of lifting/handling/carrying material or equipment of moderate weight (8 - 20 pounds).
<i>Job Environment</i>	Typically in a comfortable environment but with regular exposure to factors such as temperature extremes, moving machinery, loud noise, and fumes that cause noticeable discomfort or a moderate risk of accident or illness.
<i>Job Hazards</i>	There is regular exposure to conditions which are unpredictable or uncertain and which result in risk of personal injury.
<i>Job Pressures</i>	Under regular pressure to meet deadlines, quotas and/or must frequently deal with unpleasant issues related to people or situations. Must be available to respond to emergency situations during any time day or night.



Position Description

<i>Department</i>	Facilities
<i>Position Title</i>	Information Systems Technician II
<i>Grade</i>	8
<i>Reports To</i>	Supervisor – Information Systems
<i>FLSA</i>	Non-Exempt
<i>Approved Date</i>	October 4, 2010
<i>Revised Date</i>	February 23, 2016
<i>Purpose</i>	Provides skilled work and leadership in maintaining in-house computer and electrical systems and equipment for the Airport by identifying technical problems and implementing the appropriate course of action to ensure optimal. Provides shift leadership to assigned staff by setting priorities and promoting the responsible usage of Airport resources.
<i>Duties & Activities</i>	Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance. Accurately document instances of hardware failure, repair, installation, and removal.
	Aid in development of business continuity and disaster recovery plans, maintain current knowledge of plan executables, and respond to crises in accordance with business continuity and disaster recovery plans.
	Develops long-term strategies and capacity planning for meeting future computer hardware needs. Support development and implementation of new computer projects and new hardware installations.
	Work on multiple projects with competing priorities effectively and in a timely manner.
	Handle, safeguard, and protect sensitive security information (SSI), personal information, credit card data, and personnel information and maintain that information with complete honesty, respect, and trustworthiness. Possess cultural awareness and sensitivity of information handled.
	Sets up, maintains, and/or monitors advanced network operations, including, but not limited to server adds/changes, backup execution and validation, firewalls, provisioning of wireless and wired networks.
	Provide and create training and support to end users and staff on computer operation, handheld devices and peripherals.
	Organize, prioritize, and follow-up on work assignments; work alone or in close proximity to others, and make sound decision within established guidelines.
	Perform installation, termination, troubleshooting on all copper systems that make up the network/communications system. Run cable as necessary for airport or tenants as necessary.

	Maintains regular and punctual attendance. Works extended hours, outside of regular shift schedule, as required by operational needs.
	Respond to and assist with Airport emergencies including inclement weather events. Perform other duties as assigned.
<i>Role Definition</i>	Lead
<i># of Direct Reports</i>	None
<i># of Indirect Reports</i>	1-4
<i>Budget Responsibilities</i>	None
<i>Education & Experience</i>	Associate or Bachelor degree from an accredited college or technical school in computer science, computer engineering, or a closely related field; 3-4 years of related work experience to include: help desk support and server/network administrator, that clearly demonstrates a competency level required to perform all required duties with a minimum of supervision; or equivalent combination of education and experience.
<i>Language Skills</i>	Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
<i>Math Skills</i>	Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
<i>Reasoning Ability</i>	Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to troubleshoot problems with equipment or systems with or without schematic aids.
<i>Computer Skills</i>	Extensive experience with hardware, software, networking, and virtualization.
<i>Technical/Trade Skills</i>	Formal technical training or equivalent experience
<i>Interpersonal Skills</i>	Typically has frequent contacts outside the workgroup.
<i>Licenses/Certifications</i>	Valid Driver's License and clean driving record history is required.
<i>Physical Effort</i>	Must continuously sit, stand or walk, or there is a regular requirement of lifting/handling/carrying material or equipment of moderate weight (8 - 20 pounds).
<i>Job Environment</i>	Typically in a comfortable environment but with regular exposure to factors such as temperature extremes, moving machinery, loud noise, and fumes that cause noticeable discomfort or a moderate risk of accident or illness.
<i>Job Hazards</i>	There is regular exposure to conditions which are unpredictable or uncertain and which could result in risk of personal injury.
<i>Job Pressures</i>	Under regular pressure to work on multiple projects with competing priorities effectively and in a timely manner. Must frequently deal with deadlines, quotas and/or unpleasant issues related to people or situations.