SARASOTA MANATEE AIRPORT AUTHORITY
JOB OPPORTUNITY ANNOUNCEMENT

IT SYSTEMS TECHNICIAN
ITS Department

Salary: $17.00/hour　　　　　　　　　　**Schedule: Variable, under 29/hrs. per week**
Posting Date: 5/25/23　　　　　　　　　**Closing Date: Continuous Recruitment**

Under the direct supervision of the Senior Vice-President, Chief Informational Officer, provides technical assistance to users of computers, portable devices, and peripheral devices to include maintaining and troubleshooting airport operations systems, communications hardware, and applications and/or system software and peripheral devices in a predominantly Microsoft Windows environment with minor Linux, Apple OSX and iOS requirements. **Work schedules will include weekends and nights and occasional overtime. On occasion may be subject to being called in during non-scheduled hours to respond to any situation related to the responsibilities of the position, or any situation determined necessary by the department.**

MINIMUM QUALIFICATIONS: High School Diploma or GED or currently enrolled in High School; One (1) year hands-on computer experience or an associate degree in computer science. Relevant computer certifications may be used for partial substitution of education and/or experience requirements.

LICENSES & CERTIFICATIONS: Valid Florida Driver's License or must obtain within (30) days of assuming the position.

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TO APPLY FOR THIS POSITION, PLEASE FOLLOW THE INSTRUCTIONS LISTED BELOW.

1.　　Applicants desiring to be considered for this position should apply directly with the Sarasota-Manatee Airport Authority by visiting our website @www.srq-airport.com; or, calling 941-359-2770 ext. 4766.

　　　Return your completed SMAA application to the address shown on the signature page of the application form; OR fax it to 941-359-5024; OR email it to application@flysrq.com.   Only Sarasota Manatee Airport Authority (SMAA) application forms will be accepted.

2.　　Minimum qualifications must be met by the closing date in order to be considered eligible for the position. Resumes may be submitted as supplements but cannot be accepted in lieu of an application. Applications and resumes are subject to disclosure under the Florida Sunshine Law.

3.　　Veterans' Preference documentation, reference names, etc. must be submitted at the time of application. In accordance with the Immigration Reform and Control Act, appropriate identification documents verifying eligibility for employment will be required for the applicant who is hired.

4.　　The Sarasota Manatee Airport Authority participates in E-Verify. Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States.

5.　　Your application will not be considered unless complete answers are provided to all questions on the application.

6.　　The Airport Authority's Drug-Free Workplace Program requires that applicants take and pass a drug/nicotine test prior to being hired.

SARASOTA MANATEE AIRPORT AUTHORITY
JOB CLASS SPECIFICATION

Job Code:	1031
Date Approved:	1/22
Grade:	24

JOB TITLE: IT Systems Technician

REPORTS TO: Senior Vice-President, Chief Information Officer

DEPARTMENT: Information Technology Services

FLSA STATUS: Non-Exempt

JOB SUMMARY

Under the direct supervision of the Senior Vice-President, Chief Informational Officer, provides technical assistance to users of computers, portable devices, and peripheral devices to include maintaining and troubleshooting airport operations systems, communications hardware, and applications and/or system software and peripheral devices in a predominantly Microsoft Windows environment with minor Linux, Apple OSX and iOS requirements. **Work schedules will include weekends and nights and occasional overtime. On occasion may be subject to being called in during non-scheduled hours to respond to any situation related to the responsibilities of the position, or any situation determined necessary by the department.**

JOB RESPONSIBILITIES

Essential Job Responsibilities:

Install, upgrade, monitor, and troubleshoot issues with LAN systems including but not limited to client computers (desktops, laptops, thin/zero clients), VoIP systems, wired and wireless networks and devices.

Provides Tier 1 support for Authority employees, passenger-facing technologies, and Airport-provided tenant systems.

Primary support for the Airport computer systems, including security access (badging) equipment, internet connections, work order systems, flight information displays, common uses computers, etc.

Provides COMNET FIDS, GIDS, BIDS, and Amadeus EASE as well as IED paging hardware and software troubleshooting and support.

Receives incoming IT-related telephone calls and visitors, answer questions as appropriate and/or directs them to the appropriate party.

Monitor supplies and paper stock of systems for airlines.

Keep hardware maintained with primary concern for longevity of equipment by performing ongoing thorough

maintenance inspections and cleaning.

Installs and maintains software patches and upgrades as directed.

Maintains an inventory of equipment and parts as well as documentation of vendor activities.

Interfaces with outsourced IT, and phone vendors as required.

Works on multiple tasks both individually and in a project team environment.

Keep abreast of advancing technology with regards to computer hardware and software while focusing on airport needs and maximizing system capabilities and potential.

Provide user support for Windows OS and desktop applications.

Provides training to users for various hardware and software technologies.

Required to work in shifts as deemed necessary by supervisor.

Design and create user-friendly documentation in addition to, or in replacement of, standard materials.

Work with other departments on application upgrades and problems related to software and hardware.

Utilize commercial utilities for problem determination and correction and virus protection.

Act in Customer Support capacity, providing software support, feature use and problem resolution.

Ensures computer workstations are free of viruses and malware through use of up-to-date protection software and testing.

Other Job Responsibilities:

Assist Network and System Administrator and Technical Support Specialist with minor tasks when required.

Performs other related duties as assigned.

MATERIALS AND EQUIPMENT USED

Computers, Software, Cables, Cable tools, Computer Peripherals, Communications Equipment, Office Equipment.

QUALIFICATIONS REQUIRED

Where "**preferred**" is indicated, the qualification is not essential.

Education and Experience:

High School Diploma or G.E.D or currently enrolled in High School.

One (1) year hands-on computer experience or an associate degree in computer science. Relevant computer certifications may be used for partial substitution of education and/or experience requirements.

Microsoft administration and support experience, **preferred**.

Experience with common physical data cabling, Twisted Pair, Single and Multi-mode Fiber, **preferred.**

Experience with desktop/laptop configuration and repair, upgrading desktop hardware components, printer configuration. Installation and configuration of other peripherals as needed, **preferred**.

Licenses and Certifications:

Valid Florida Driver's License or must obtain within (30) days of assuming the position.

Any additional relevant IT Certification such as Comp T.I.A or Microsoft, **preferred.**

Knowledge, Skills, and Abilities:

Knowledge of airport security and communications rules, technologies, regulations, and methods of operation, **preferred.**

Knowledge of COMNET FIDS, GIDS, BIDS, and Amadeus EASE as well as IED paging hardware and software, **preferred.**

Knowledge of PC Installation and support for Windows workstations including OS software configurations and repairing/upgrading hardware components, printer configuration, installation and configuration of other peripherals as needed. **preferred.**

Knowledge of and diagnostic abilities with common hardware, software, and networking (?) technologies associated with a Microsoft Windows environment including but not limited to:
- o Microsoft Active Directory in a Windows Server 2012 and higher environment **preferred.**
- o DHCP, DNS, TCP/IP, and other related services and protocols **preferred.**
- o Printing and electronic document services **preferred.**
- o Basic multimedia applications and technologies **preferred.**
- o VoIP telephony **preferred.**

Knowledge of common physical data cabling, specifically Twisted Pair, Single and Multi-mode Fiber, **preferred**.

Knowledge of Microsoft Office 365 (Word, Excel, Outlook, PowerPoint, Access), and Windows 10

Knowledge of Internet browsers, email, and advanced communication devices and techniques.

This position requires skills in prioritization, organization, verbal communications and interpersonal relations, and the ability to manage multiple tasks simultaneously.

Strong analytical and reporting skills.

Must work well in a team environment with limited instruction/supervision.

Ability to learn and understand technical principles and techniques, to make independent judgments in absence of supervision, and to acquire knowledge of topics related to primary occupation.

Ability to work independently to analyze and solve routine computer related problems.

Ability to understand informational documentation, directions, instructions, methods, and procedures, such as technical manuals, software manuals, product documentation and related materials.

Ability to write reports, speak with and before others with poise, clarity, control and confidence.

Ability to take quick and accurate corrective action under stressful conditions and/or the ability to research a problem and present a realistic time frame for resolution.

Ability to maintain a high degree of confidentiality, to perform work with a positive attitude and in a professional manner at all times.

Ability to independently analyze and solve routine computer related problems.

Ability to make hardware repairs and upgrades.

Ability to deal courteously and respectfully with end users and the public.

Ability to maintain accurate records in an organized file system and provide help desk reports.

Ability to remain calm and courteous during non-routine situations.

Physical Requirements:

The IT Systems Technician must be diligent in adhering to all work-related safety rules, procedures and regulations and take the precautions necessary to comply with the Airport Authority safety policy.

Physical Demands –Must possess the ability to perform strenuous physical activities such as lifting up to 30 lbs.

Work schedules, to include rotating shifts, night shifts, weekend shifts hours of work and days off may be changed at any time at the discretion of the supervisor. The Airport operates on a 24 x 7 x 365 basis. Will be subject to recall after normal duty hours.

Mental Requirements:

As an IT Systems Technician, the employee must have the mental capacity to provide support to all departments; must be capable of successfully interacting with employees, outside agencies and the general public; develop and maintain effective working relationships with superiors, fellow employees, outside agencies and the general public and have the mental capacity to provide support to the Senior VP CIO.

Environmental Requirements:

The IT Systems Technician generally works inside the airport terminal but at times, may be exposed to heat, cold, rain and wind in a noisy environment.

Summary Clause:

The duties and responsibilities listed in this job class specification are intended only as illustrations of the various duties to be performed and are not all inclusive. The omission of other specific duties does not exclude them from being performed by the IT Systems Technician if the duties are similar, related, or a logical assignment to the position. This job class specification does not constitute an employment contract between SMAA and the IT Systems Technician and is subject to change at the discretion of the Airport Authority.

Physical/Mental Requirements

Job Title: IT System Technician   **Job Code: 1031**
                                                        Date: 1/22

Physical/Mental	Percentage of Time			
	Continuous 67-100%	Frequently 34-66%	Occasionally 1-33%	Infrequent - less than once a day
Standing		X		
Sitting		X		
Walking		X		
Lifting		X		
1-10 lbs.		X		
11-20 lbs.		X		
21-35 lbs.			X	
36-50 lbs.			X	
over 50 lbs.			X	
Carrying		X		
Reaching		X		
Climbing			X	
Driving				X
Written Communication			X	
Oral Communication		X		
Reading		X		
Hand Dexterity	X			
Reasoning	X			
Decision Making	X			
Analyzing	X			
Sensory	X			
Sight	X			

The mental and physical aspects shown with an "x" relate to this specific position, and have been identified for ADA compliance purposes only.
This information shall not be used to determine salary grades, nor shall it be used to make comparisons with other positions.

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SARASOTA MANATEE AIRPORT AUTHORITY

SUMMARY OF BENEFITS Substitute Employees	
Special Discount Programs (Varies)	Immediate
Voluntary/Optional Benefits:	Waiting Period
Employee Assistance Program	Immediate
Deferred Compensation	90-days