Northwest Regional Airport Authority
Cherry Capital Airport
Job Description
IT Systems Manager

Job Summary:

Under minimal supervision, the IT Systems Manager is responsible for implementing, maintaining, analyzing, testing, documenting, modifying, and integrating the Airport's computer systems and programs as needed to meet the existing and future operational needs of the Airport. This position will apply systems analysis techniques and procedures to determine hardware, software, and/or system functional specifications; work with client/server technologies; deploy computer systems and associated hardware/software; and provide technical assistance to users related to programs, printing, email, operating systems, mobile devices, and more.

The IT Systems Manager must possess strong problem-solving, critical thinking, and customer service skills, and develop and maintain systems documentation to ensure operating procedures are followed to support security, reliability, and standardization of the Airport's information technology function.

This position is classified as exempt and reports to the Airport Engineer.

Requirements/Qualifications:

Bachelor's Degree in Computer or Information Technology field, or Associate's Degree and/or advanced certifications in Computer or Information Technology field with comparable experience required.

Relevant certifications (Microsoft MTA certification, CompTIA Network+, CompTIA Security+) are a plus.

Required Knowledge and Skills:

- Three to five years help desk/support experience.
- Experience maintaining servers, storage, IP phone systems, networks.
- Experience with copper and fiber cabling is a plus.
- Knowledge of internet security and data privacy principles.
- Ability to independently analyze and solve routine computer related problems.
- Ability to read, interpret, and apply a variety of informational documentation, directions, instructions, methods and procedures, such as technical manuals, software manuals, wiring diagrams, blueprints, product documentation and related materials.
- Ability to lawfully operate motorized vehicles as needed for the position.
- Strong customer service orientation.
- Self-directed and highly organized.
- Excellent written and verbal communication skills.
- Positive experience working in a team environment is required.

- Excellent critical thinking and problem-solving skills.
- Ability to conduct research into systems issues and products as required.
- Airport experience is a plus.

Essential Job Duties:

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily, with or without reasonable accommodation. The requirements listed below are examples that illustrate and represent the tasks required of this classification, but are not intended to be complete or exhaustive for this position. The employee in this position may be requested to perform job-related responsibilities and tasks other than those stated in this specification:

- Provides a wide range of end-user support services for Authority users for a wide range of hardware, network infrastructure, operating systems, telecommunications equipment, and applications.
- Reviews, assesses, tracks, and resolves system and user issues for multiple systems and software applications.
- Provides user management, including adding, deleting, and assigning to proper user and user group permissions for software applications and hardware.
- Creates or updates policies, procedures, work instructions, and training documents; creates, maintains, and conducts training for system users.
- Audits and monitors systems for daily operations, including interface operations; plans and schedules technology installs: System restarts after server reboots.
- Performs monthly, quarterly, and year-end IT maintenance tasks.
- Maintains and troubleshoots issues in Active Directory Users and Computers (ADUC), Office365, VMware ESXi and Google Chrome Enterprise.
- Maintains, troubleshoots Windows Server and Desktop Operating Systems.
- Maintains and troubleshoots hardware technologies such as Dell, Aruba and Ubiquiti.
- Ensures the security and integrity of all systems and data. Responds to outages and other issues.
- Maintains IT asset inventory, hardware lifecycle management, and recycles outdated hardware.
- Maintains and supports Wordpress website managed by others.
- Troubleshoots and resolves Help Desk tickets. Gathers detailed information and escalates internally or with a service provider.
- Answers user inquiries regarding computer software or hardware operation to resolve problems.
- Supports Traveler Surveys created by Management.
- Monitors system backups and resolves backup issues.
- Maintains, monitors, and responds to notifications from alerting system.
- Reads technical manuals, troubleshoots, or conducts computer diagnostics to investigate and resolve problems or to provide technical assistance and support.

- Maintains a high degree of confidentiality, to perform work with a positive attitude and in a professional manner at all times.
- After-hours availability to support airport systems. Existing Airport systems include but are not limited to: WIFI, Cybersecurity, Security, Fire, MUFIDS, Public Address, Elevators, HVAC, Lighting, CADD and GIS.
- Responsible for all other duties as may be assigned from time to time.

Contacts:

This position has frequent contact with all internal departments/employees of the NRAA, vendors, and tenants.

Licenses and Certifications:

Valid Michigan Driver's License

Physical Requirements:

- Ability to lift, carry, and move items up to 50 lbs.
- Ability to work on a ladder and/or scissor lift.
- Ability to stand, sit, and walk frequently.
- Ability to balance, stoop, bend, and twist.
- Ability to use hands to finger, handle or feel; reach with hands and arms frequently.
- Ability to adjust focus and have close vision, distance vision, peripheral vision, and depth perception (with or without corrective lenses).

Work Environment:

This position will work independently or in a team setting. Work is performed in both office and outdoor environments, involving noise, chemical and other contaminants, moving mechanical hazards, and extreme temperatures and weather conditions commonly found at airports.

Conditions of Employment:

Candidate must successfully complete a post-offer (i) pre-employment physical, including chest/back x-rays and drug/alcohol screens, and (ii) criminal history records check (a conviction is not an automatic bar to employment, unless otherwise required by applicable law or regulation). Satisfactory driving record is a must in order for the Airport's insurance company to accept candidate as an approved driver of the Airport's vehicles.

Reasonable Accommodation Statement:

To accomplish this job successfully, an individual must be able to perform the physical demands and essential functions of this position satisfactorily, with or without reasonable accommodation. Regular and dependable attendance for work (excluding excused absences and periods of approved leave) is an essential function of the job and must be maintained to be successful. Reasonable accommodations that do not cause undue hardship or direct threat may be provided to help enable qualified individuals with a disability to perform essential functions. Employees who wish to request an accommodation or assistance are responsible for notifying the Airport Authority of their request and engaging in interactive communication with the Airport Authority to determine available options.

The Northwest Regional Airport Authority is an equal opportunity employer and does not discriminate in employment on the basis of race and traits historically associated with race (including hair texture and protective hairstyles), color, religion, sex, sexual orientation, gender identity or expression, pregnancy or childbirth or related medical condition, national origin, age, disability, genetic information, marital status, veteran status, height, weight, and any other characteristic protected by applicable law. We encourage all qualified candidates to apply.