

<b>THE EASTERN IOWA AIRPORT POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> AN022 Airport IT Technician
<b>POSITION #/TITLE:</b> 0000#### Airport IT Technician	<b>Adopted:</b> 01-22 <b>Revised:</b>

<b>POSITION DESCRIPTION</b>
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<b>Department:</b> The Eastern Iowa Airport	<b>Manager Level:</b> Non-Manager
<b>Salary Plan/Description:</b> APN/Airport Non-Bargaining Unit	<b>Salary Grade:</b> 11
<b>Reports To Position #/Job Code #/JC Title:</b> 00002681/AN019/Airport Systems IT Coordinator	<b>Dotted-line Reports To Position #/Job Code #/JC Title:</b>
<b>FLSA Status:</b> Exempt – Professional	<b>Overtime Status (Employee Type):</b> Exempt (Salaried)
<b>Physical Demand Rating:</b> Sedentary	<b>Work Environment:</b> Controlled
<b>Pre-employment Testing:</b> Drug and health screening after contingent offer.	<b>Position Testing:</b> Job fit assessment, knowledge test, skills test
<b>Personal Protective Equipment:</b> None	

<b>General Statement of Duties</b>
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Under the supervision of and in assistance to the Airport Systems IT Coordinator. Provides installation, support and maintenance services for the following: LAN/WAN, network hardware, server hardware/OS, VM Environment, VoIP, CCTV, Wi-Fi, Access Control Systems, End User Support, Desktop Support, Microsoft Active Directory Environment, Windows Environment, peripheral support, etc. Responsible for overall system availability and uptime; and responds in a timely manner to requests for assistance. Also assists other departments in utilizing and procuring various technologies to maximize productivity. Position requires 24x7 on-call service for mission critical support in coordination with Airport Systems IT Coordinator.

<b>Distinguishing Features of the Class</b>
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Some leeway is granted for the exercise of independent judgment and initiative.

<b>Examples of Essential Work (Illustrative Only)</b>
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Ensures the availability and uptime of all production services by managing the deployment, monitoring, maintenance, development, upgrade, and support of all Information Technology systems at the various Airport departments, including networking, servers, PCs, operating systems environments, hardware, software, and peripherals.

Perform daily administration of networked computer equipment including, but no limited to, file servers, routers, switches, firewalls, servers, PC's, Wi-Fi, etc. Coordinates network resources with Airport tenants as required.

Performs daily communications systems administration, including coordination of additions, moves, and/or changes in user's hardware, software or communications services; and coordinate communications services with Airport tenants as required.

Monitors daily operation of network, monitors network traffic and performance, maintains user accounts, print queues, network security and file access permissions, and system back-ups.

Manage network protocols, remote access, promotes and develops general network security and safe practices.

Develop, maintains and keep current diagrams, models, charts and other documentation on network layouts and configuration in an organized manner.

Assigns network addresses to network devices as needed and manages database of network addresses.

Maintains and keeps current all user, software and equipment information in an organized manner.

Troubleshoots and repairs network communication and performance problems.

Troubleshoots all problem areas associated with software applications and computer operations.  
Installs hardware and software updates and patches as needed to insure optimal productivity and security.  
Ensure that hardware and software resources are adequate to meet end user needs.  
Perform periodic virus and storage problem preventive maintenance.  
Analyze and recommend areas for improvements in computer networking, communications systems, internet access, automation, etc.  
Assist in the installation and configuration of new equipment and/or services.  
Develops database inquiries, reports, and other software applications as needed for the support of specialized computer applications.  
Train and assist individuals in the use of specific network and communications systems and equipment.  
Produce manuals and training materials as needed to support use of technology.  
Communicate with users, vendors, and dealers on a regular basis, including gathering details, assessing problems, recommending possible solutions, etc.  
Assist in the selection of data management tools and installation/configuration of new systems. Develop data management systems as appropriate.  
Assist in implementation of enhancements to the Airport's website including, but not limited to, updated Airport information, live video feeds, flight information display system (FIDS).  
Manages the development, implementation, testing, and maintenance of disaster recovery (DR) procedures and business continuity planning (BCP);  
Performs all work duties and activities in accordance with Airport policies, procedures and safety practices;  
Attends work regularly at the designated place and time;  
Supports continuous process improvement initiatives;  
Perform related work as required.

#### **Required Knowledge and Abilities**

Comprehensive knowledge of computer network configuration, installation, and maintenance;  
Thorough knowledge of the principles, techniques, procedures and equipment for the design and implementation of a networking system;  
Thorough knowledge of software, hardware, and computer operating systems (specifically Microsoft Windows 10/11 Professional)  
Ability to perform network management as assigned;  
Ability to prepare clear, concise, and comprehensive reports;  
Ability to successfully interface and communicate with airport employees and tenants at all levels;  
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;  
Ability to use diagnostic tools and equipment to maintain and repair Airport systems;  
Ability to analyze problems and organize their component parts into logical steps;  
Ability to respond to after-hours emergency calls;  
Ingenuity and inventiveness in the performance of assigned tasks.

#### **Acceptable Experience and Training**

Graduation from an accredited college or university with a bachelor's degree in computer science, computer information systems, or related area, plus at least three years of experience in computer network maintenances or similar field. Education, training, and/or experience must have included experience in local area networking. Experience with communications systems is desirable. Appropriate experience may be substituted for the education requirement on a year-for-year basis.

#### **Required Special Qualifications**

Valid Iowa Driver's License.  
Pass and maintain security background check as per Transportation Security Regulations.  
Ability to respond to after-hours emergency calls.

### **Essential Physical Abilities**

Requires the following with or without reasonable accommodation:

Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;

Sufficient vision, which permits the employee to operate equipment;

Sufficient manual dexterity, which permits the employee to handle a variety of records and files and to operate a computer;

Sufficient personal mobility, which permits the employee to access office files and distribute materials to other offices.