

MISSOULA COUNTY AIRPORT AUTHORITY

JOB TITLE: Information Systems and Technology, Specialist

REPORTS TO: Deputy Director

CLASSIFICATION: Non-exempt

DATE APPROVED: 11.12.2021

JOB SUMMARY

The Information Systems and Technology Specialist will be responsible for implementing, maintaining, and troubleshooting a variety of systems and technology components at the Missoula Montana Airport. This individual will work with airport management, users, tenants, and the public to ensure secure and efficient system operations and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Implement, maintain, and troubleshoot systems and components to include:
 - Personal computing hardware and software applications
 - Local area network and related hardware
 - Digital display hardware and network
 - Virtual machine based common use airline ticketing system
 - Public/Private wireless networks and related infrastructure
 - Surveillance and access control hardware and applications
 - IP based public address system
 - WordPress based website and related domains
- Responds to helpdesk tickets and provides clear corrective instructions
- Maintains network performance by installing, maintaining, and repairing network and equipment
- Maintains technical documentation by documenting hardware configuration, software revisions and problem troubleshooting
- Determines hardware configuration by studying, analyzing, and evaluating system factors, such as number of users, reporting requirements, access restrictions, cost constraints and security conditions
- Maintains systems operation by monitoring, evaluating, and adjusting user authentication, permissions, security groups and name records
- Protects organization value by keeping information confidential, cautioning others regarding potential breaches
- Recommends technology to support organizational goals, preparing an annual budget, scheduling expenditures, analyzing variances, initiating corrective actions
- Implement and maintain systems and network documentation, to include system topology and procedures

- Ensures platform security by creating, implementing, and enforcing security policies, maintaining disaster prevention and recovery procedures
- Perform regularly scheduled maintenance tasks and audit system functionality
- Troubleshoot, diagnose, and resolve technical hardware, website and/or software issues
- Provide feedback on processes and make recommendation on areas to improve
- Train users individually or in groups on basic, intermediate, and advanced features of Office suite, web-based, mobile and other applications
- Contributes to the organization by welcoming related, different, and new requests; helping others accomplish job results

Additional Duties:

- Improves technical support job knowledge by attending training sessions, reading technical publications, establishing personal networks and benchmarking state-of-the-art practices
- Research, recommend and apply new technologies as they emerge
- Performs other duties as assigned

WORKING CONDITIONS:

- Frequently required to sit and work at desk/computer for extended periods of time
- Must be able to have repetitive wrist/hand/finger movement to work on computer and/or related office equipment
- Lifting and transporting of moderately heavy objects, such as computers and peripherals
- The position may intermittently be subject to stress because of critical time schedules and emergency conditions
- Position may be subject to shift work outside traditional hours, emergency call out, and extended operating days
- There may be some business travel required

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. To perform this job successfully, an individual should demonstrate the following competencies:

- Knowledge of contemporary and generative programming languages and techniques
- Familiar with advanced concepts and basic operating principles of data communications and information systems hardware and software
- A strong working knowledge of the following:
 - Internet protocols, VPN and firewalls
 - VMware or similar virtualization technology
 - Support of network servers and print systems

- Network trouble shooting, monitoring, and maintenance tools and techniques
- Basic web technologies such as WordPress, HTML, CSS, JavaScript, PHP
- MFA, Encryption and Certificates
- Active Directory
- IP Telephony
- Office 365 services
- Ability to work independently with minimal supervision
- Ability to adapt, integrate and modify existing programs or vendor-supplied packaged programs for use with existing information systems
- Strong and clear communication skills with individual users on all levels
- Able to focus on detailed work for extended periods of time
- Demonstrated ability to deliver multiple projects on time while maintaining an efficient/timely daily work schedule
- Must be open to cross- training and have flexibility in duties as assigned
- Administrative, organizational, and planning skills
- Proven analytical and problem-solving abilities
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Self- motivated and able to work with minimal supervision
- Customer orientated and patient

MINIMUM EDUCATION, CERTIFICATIONS, LICENSES AND EXPERIENCE:

- Associates degree or higher in Business, Information Systems, Computer Science or related subject; or relevant work experience equivalent
- Minimum three (3) years work experience in a Help Desk or Systems Support related position or any equivalent combination of education and experience
- Previous Help Desk and/or Network support experience required
- Extensive hardware, software, networking, and website support experience
- Significant experience in Microsoft product environments:
 - Microsoft Windows 10
 - Windows Server
 - Microsoft Office Suite
- Familiarity with Linux
- Experience with Aruba networking components
- Familiarity with surveillance and access control systems
- Currently possess or able to obtain multiple industry level certifications
 - CCNP, A+, Security+, Network +, PMP, CISSP, CCNA, CISM
- Demonstrated ability of strong verbal and written communication skills
- Must possess a valid driver license at the time of appointment, and always thereafter, in order to operate a vehicle on Authority business
- Must complete a criminal history records check conducted by the FBI through the fingerprinting process and a successful security threat assessment conducted by TSA