

**Air-Transport IT Services, Inc.**  
**Field Engineer LAX**

We are a single source provider and integrator of diversified information technology products and services to the air transportation and seaport industry, offering a full complement of operations, passenger processing and business management systems. From the ramp to revenue management, we have more than 20 years' experience providing our customers with a comprehensive portfolio of integrated technology solutions and services including system integration, software, hardware, network, installation, and 24x7 service, support and help desk.

We are currently seeking a self-motivated and experienced **Field Engineer** to fill a full time role at **Los Angeles, CA**.

**Job Description:**

Responsible for ensuring the successful continued operation of all installed computer hardware and software, including PC's, VCD's, servers, high profile displays, networking, databases, and operating systems in a highly visible environment on a variety of systems. All duties as assigned and documented are expected to be completed.

**Essential Duties & Responsibilities include, but are not limited to the following:**

- Provide local on-site support to all locally installed hardware and software
- Ensure all service level agreements are met
- Ensure all issues are logged in the Novo ticket system and escalated as necessary
- Follow airport security procedures
- Complete a daily virtual and physical walk through of all assigned installed systems
- Monitor installed systems to ensure systems are functioning in accordance with all service level agreements
- Perform back-up, recovery and systems monitoring
- Verify that the System Change Request SCR process is followed.
- Verify that there is an approved System Change Request (SCR) on file via the Air Transport IT SharePoint process, before making or contributing to any production change.
- Coordinate with implementation and other onsite technicians to ensure new software releases, software upgrades/changes, and hardware upgrades/changes are successfully tested and implemented
- Document all new, changing, and existing hardware, procedures, and software
- Troubleshoot software and hardware to maintain system performance
- Report and continuously improve the overall support operation and process through effective logging, notification, escalation, and tracking to resolve all problems in Novo, relating to all systems
- Assist customers, resolve problems with computer hardware and software (back-up for the airport help desk)
- Coordinate and schedule work with other technicians, local airlines, and local IT staff as appropriate
- Perform preventive maintenance as required for all equipment
- Document daily tasks as status reports and email a copy to the customer, coworkers, direct manager, Site Manager, Regional Manager and Director of Support in copy.
- Other duties may be assigned.

**Requirements & Qualifications:**

- Associates Degree (AA) or equivalent from a two-year college or technical school, or 6 months to 1 year related experience and/or training, or equivalent combination of education and experience

**Computer/ Technology Skills:**

- Knowledge of PC and Server operating systems
- Desired manufacture certifications: Dell, Microsoft, Cisco
- Must be able to diagnose and solve complex technical problems in a multi-tier computer system

**Travel Requirements:**

- Minimal travel requirements for training

**Local Candidates Only ♦ No Relocation Assistance Provided ♦ AirIT is proud to be an EOE.  
Please send resumes to HR@AirIT.com**