

**Air Transport IT Services, Inc.
Manager, Operational Support
Job Posting**

AirIT is 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.

Summary:

The **Manager Operational Support** will work with an onsite team of AirIT and/or Airport Authority Field Engineers to investigate and resolves software and hardware problems of computer users by performing the duties listed below. **This position is based in Orlando, FL. Expected start date is March 16th, 2017.**

Essential Duties and Responsibilities: Other duties may be assigned.

- Answers, evaluates, and prioritizes incoming telephone, voice mail, e-mail, and in-person requests for assistance from users experiencing problems with operation applications.
- Interviews user to collect information about problem and leads user through diagnostic procedures to determine source of error.
- Handles problem recognition, research, isolation, resolution and follow-up for routine user problems, referring more complex problems to the software developers.
- Logs and tracks tickets using support application; maintains related problem documentation and provides periodic status reports.
- Handles system patches with implementation when needed.
- Consults with programmers to explain software errors or to recommend changes to programs.
- Assists in project planning and software development.
- Submits weekly overview reports to manager.
- Submits monthly trouble ticket reports.
- Submits monthly CUSS usage reports.
- Work closely with support, management and development team members to design, define and build or enhance support solutions.
- Other duties may be assigned.

Qualifications:

To perform this job successfully, an individual should have intermediate knowledge of Database software; Design software; Development software; Internet software; and office suite software like word processing and spreadsheet

Required Education and/or Experience:

- Bachelor's degree (B.A.) from a four-year college or university; or 4 to 6 years related experience and/or training; or equivalent combination of education and experience.
- Experience preferred in the following industries: Airport Operations/ Airlines, Property Management, Contract Management and Finance

Desired Experiences & Skills:

- Ability to write SQL Queries
- Experience in Relational Database experience, such as Oracle or SQL Server
- Knowledge of various Internet, Spreadsheet, Contract Management, Accounting and Word Processing software programs.
- Ability to analyze and diagnose Networking issues
- Knowledge of hardware and software installation; Ability to install hardware/ software preferred
- Knowledge of ERP Systems
- Ability to use remote desktop/ FTP software

AirIT is proud to be an EOE employer

***Local Candidates Only ***

No Relocation Assistance Provided

Please send resumes to HR@AirIT.com