

Air Transport IT Services, Inc.
Regional Support Manager – Central
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:

Manages all continuing Air Transport IT operations in regional airport sites and supports installed systems by performing the following duties personally or through subordinate supervisors.

Essential Duties and Responsibilities: Other duties may be assigned.

- Ensures the successful continued operation of all installed computer hardware and software on a variety of systems throughout the airport
- Organizes, directs and monitors daily activity of other members of the on-site support team
- Confers with project personnel to provide technical advice and resolve problems
- Ensures all problems are responded to or escalated within predefined time constraints
- Develops business processes that ensure developed application meets all project requirements
- Develops and maintains technical and project documentation
- Develops quality assurance test plans and directs quality assurance testing
- Coordinates all corrective and preventive maintenance, quarterly maintenance, and daily and out-of-hours work to ensure all support levels are maintained
- Establishes, modifies, implements and monitors systems and procedures to enhance timely and efficient workflow
- Monitors all systems daily to ensure continued 24/7 operation
- Ensures efficient and effective delivery of support services to the client base and coordinates cross-team interactions to ensure service levels are maintained
- Ensures all purchasing and receiving equipment are handled in a timely manner and meet all the necessary site needs. This includes having the necessary Purchase Orders for all site purchases.
- Interviews, hires, and trains employees; plans, assigns, and directs work; appraises performance; rewards and disciplines employees; addresses complaints and resolves problems

- Communicates with the client to ensure continued satisfaction with the overall product
- Oversee the existing airline software updates and validations

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.

Required Education and/or Experience:

Bachelor's degree (B. A.) from four-year College or University; or one to two years related experience and/or training; or equivalent combination of education and experience.

Travel:

75% or more travel is required to oversee the regional airport operations, customer meetings, and staff management

AirIT is proud to be an EOE employer

No Relocation Assistance Provided

Please send resumes to HR@AirIT.com