

Air Transport IT Services, Inc.
Site Manager CLT
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 and supports all new and existing Air Transport IT operations at the airport site. Supports the installed systems by performing the following duties personally or through subordinates. **This position is located in Charlotte, NC.**

Essential Duties and Responsibilities: Other duties may be assigned.

- Implements Air-IT software and hardware solutions
- Ensures the successful continued operation of all installed computer hardware and software on a variety of systems throughout the airport
- Monitors daily activities of the airport operations
- Confers with company and airport personnel to provide or receive technical advice and resolve problems
- Confers with project personnel to provide or receive technical advice and resolve problems
- Ensures all problems are responded to or escalated within predefined time constraints
- Ensures that all problems are recorded in the NOVO trouble ticket system
- Maintains the Site Support Workbook and stores it on the AirIT SharePoint site
- Develops and maintains any and all technical documentation
- Develops quality assurance test plans and directs or performs the quality assurance testing
- Ensures that all Airport or AirIT documentation is updated and stored on the AirIT SharePoint site
- Coordinates or performs all corrective and preventive maintenance, quarterly maintenance, and daily and out-of-hours work to ensure all support levels are maintained
- Participates in support rotating schedule for 24/7 customer support, if required
- 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 to ensure service levels are maintained
- Trouble shoots any and all issues using analytical skills, problem solving techniques, time management skills and escalate for help when needed.
- Must adhere to the airport authority contract and work hours

- Submittal of Daily status reports each day, at the end of each shift, and the reports are to be sent to designated AirIT management and designated Airport Authority staff.
- If Site Manager does have subordinates, Site Manager is to supply Weekly Status Reports to Management and subordinates are required to supply Daily Status Reports to Site Manager.
- Reviews monthly ticket reports for correct troubleshooting and resolution content
- Follows up with other AirIT staff on outstanding/open tickets.
- Adheres to the AirIT SCR process for all hardware, network and system changes.
- Maintains a backup of all pertinent hardware OS and software systems
- Other duties as 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 four-year College or university plus one year related experience; or two to three years related experience and/or training; or equivalent combination of education and experience.
- Peripheral communication knowledge (serial, TCP/IP etc.)
- Understand Networking including but not limited to physical and logical LAN, WAN and Routing
- Experience with Virtual machine solutions including VMware Workstation, Player and ESXi Server
- Understanding of application server technologies – i.e. IIS, Tomcat, JBOSS

Travel:

Minor Travel for Training or Skills enhancement is required for this position.

AirIT is proud to be an EOE employer

***Local Candidates Only ***

No Relocation Assistance Provided

Please send resumes to HR@AirIT.com