

Site Manager CLT Job Posting

Amadeus Airport IT Americas, Inc. is an air transport information technology solutions firm based in Orlando, Florida. Our comprehensive portfolio of solutions enable airports and airlines to better utilize and manage resources, enhance the passenger experience, reduce costs, and optimize revenue generation.

Our operational, passenger processing, intelligent display, and revenue management platforms deliver enterprise-class business intelligence solutions and are the most innovative in the air transport marketplace.

Amadeus Airport IT Americas, Inc. solutions are operational in 30 of the top 50 airports in North America, and as a testament to their scalability, these solutions are at home in another 100 airports and at 60 airlines worldwide.

We are currently seeking a self-motivated and experienced individual to fill a full time role as a **Site Manager** at our **Charlotte, NC** location.

Summary:

Reporting to the Regional Support Manager, the Site Manager manages all continuing Airport IT operations at airport site and supports installed systems including responsibility 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 and Responsibilities: Implements Airport IT software and hardware solutions and ensures the successful continued operation of all installed computer hardware and software on a variety of systems throughout the airport. This includes and is not limited to:

- Establishes, modifies, implements and monitors systems and procedures to enhance timely and efficient workflow
- Confers with company and airport project personnel to provide technical advice and resolve problems while ensuring that all problems are responded to or escalated within predefined time constraints.
- Confers with project personnel to provide or receive technical advice and resolve problems.
- Monitors daily activities of the airport operation as well as all systems daily to ensure continued 24/7 operation
- Develops and maintains technical and project documentation and coordinates all corrective and preventive maintenance, quarterly maintenance, and daily and out-of-hours work to ensure all support levels are maintained.
- Ensures efficient and effective delivery of support services to the client base and coordinates cross-team interactions to ensure service levels are maintained.
- 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
- Ensures that all Airport or AirIT documentation is updated and stored on the AirIT SharePoint site

- Develops quality assurance test plans and directs or performs the quality assurance testing
- 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.
- Maintains a backup of all pertinent hardware OS and software systems
- Other duties as assigned.

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.
- 2-3 year related experience and/or training, or equivalent combination of education and experience
- Knowledge of PC and Server operating systems
- Peripheral communication knowledge (serial and TCP/IP)
- Networking skills including but not limited to physical and logical LAN, WAN and Routing
- Knowledge of highly available designs for mission critical applications
- Experience with Virtual machine solutions including VMware Workstation, Player and ESX Server
- Machine duplication or imaging and remote installation technologies
- Understanding of application server technologies – ie. IIS, Tomcat, JBOSS
- General understanding of RDBMS installation configuration and administration
- Knowledge of travel industry standards – i.e. IATA, AEA, ATB

Travel Requirements:

20% travel requirement to support help and training