

**Air Transport IT Services, Inc.**  
**Site Manager - LAX**  
**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 Los Angeles, CA.**

**Essential Duties and Responsibilities:** Other duties may be assigned.

- Implements Air Transport 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 and onsite staff
- Confers with company and airport/airline 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 company 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 Air Transport IT documentation is updated and stored on the Amadeus 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
- Troubleshoots any and all issues using analytical skills, problem solving techniques, time management skills and escalate for help when needed.
- Must be present for flexible shifts which may be needed for shift coverage within a 24 hour period and must be on-call.
- Adheres to the airport authority contract and work hours
- Submits daily status reports each day, at the end of each shift, and the reports are to be sent to designated Air Transport IT management and designated Airport Authority/Airline 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 Amadeus staff on outstanding/open tickets.
- Adheres to the Amadeus 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 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 plus one year related experience; or two to three years related experience and/or training; or equivalent combination of education and experience.
- Knowledge of PC and Server operating systems
- Peripheral communication knowledge (serial, TCP/IP etc.)
- Understand Networking 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 ESXi Server
- Experience with Machine duplication or imaging and remote installation technologies
- Understanding of application server technologies – i.e. IIS, Tomcat, JBOSS
- General understanding of RDBMS installation configuration and administration
- Knowledge of travel industry standards – i.e. IATA, AEA, ATB

**Travel:**

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

**AirIT is proud to be an EOE employer**

**No Relocation Assistance Provided**

**Please send resumes to [HR@AirIT.com](mailto:HR@AirIT.com)**