Akron Canton Airport – Job Description

Job Title: Innovation Technology Technician
Reports to (Title): Vice President of Innovation Technology
Department: Innovation Technology
FLSA Status: Non-Exempt
Date Created: October 2022

The Akron-Canton Airport is an Equal Opportunity Employer

Job Summary:
Responsible for assisting with maintaining all Technical and Electrical Systems throughout the Airport while ensuring equipment is running properly and smoothly. Ensuring all hardware, software, and services within the realm of Information Technology are operational, secure, and in good working order. The Innovation Technology Technician works closely with the Vice President of Innovation Technology. Under general supervision, the Airport Innovation Technology Technician is responsible for providing support for a multitude of technical disciplines, including but not limited to workstations, laptops, servers, printers, tablets, A/V, network equipment, telephony hardware, Wi-Fi, and other vendor-specific applications and hardware. In addition, this position is responsible for the maintenance of components related to the Airports access control, CCTV, and low voltage / structured cabling infrastructure across the campus.

Essential Functions:

Information Technology:
- Provide information technology help desk support to employees operating computer equipment across Airport Authority departments.
- Install, configure, and maintain components related to the Airport Security System(s), including but not limited to card readers, cameras, and door hardware, electric strikes, delayed egress locking systems, etc.
- Image, install, configure, and test new workstations, laptops, peripheral equipment, and software
- Troubleshoot, research, and respond to hardware and software issues in person, remotely, or via phone
- Assist with installation of software applications along with required updates and patches.
- Assist staff, tenants, and visitors with teleconferencing and A/V presentation equipment
- Assist with diagnosing and resolving local networking, telephony, and server issues
- Coordinate and schedule end-user upgrades/maintenance while minimizing downtime and interruptions to business workflow.
- Provides status updates and completion information to all relevant users and/or management via voice mail, e-mail or in-person communication
- Conducts initial IT training and setup for new staff members.

- Assists in research and procurement of computer accessories and supplies
- Respond to applications/software, LAN / WAN, Wi-Fi, and phone system issues, troubleshoot and/or call the applicable vendor to solve the problem.
- Install all communications cable, including low voltage cabling for many applications (access control Maglocks, alarm panels, LAN, WAN, fiber optic, security, video, HVAC, lighting controls, etc.).
- Learn software needed to support airport operations (e.g., FIDS, video wall, public Wi-Fi).
- Troubleshoot, configure, maintain, and support Office 365 and users' needs.
- Oversee and maintain Authority cabling standards with team and vendors. Update cabling standards as changes are needed.
- Work with contractors to ensure the Authority systems, networking, and security are installed and configured to Authority standards.
- Responsible for keeping all communication rooms across the campus clean, organized and well maintained while adhering to best practices, industry standards, and manufacturer requirements.
- Proactively anticipates problems, determines root cause, and puts processes in place or refers problems to appropriate source to avoid them in the future.
- Remain abreast of rapidly changing hardware and software technology
- Test and recommend hardware on an as-needed basis.
- Performs self-study or attends in-person/online training to obtain technical proficiency on technologies for which they are responsible.
- Responsible for maintaining a high degree of confidential information.
- Perform work with a positive attitude and professional manner at all times.
- Responsible for working across all Airport departments.
- On-call rotation to support the 24x7 availability of airport systems.
- Responsible for any other duties as assigned

Other:
- Perform general labor and construction assistance:
- Perform other duties as assigned.

Job Requirements:
Education: Bachelor's Degree preferred will consider technical school certifications. Relevant certifications (e.g., CCNA, CCNP, CompTIA Network +, Microsoft MTA certification)

Experience: 1 - 3 years of experience in Information Technology strongly preferred, or related fields
Specific Skills / Knowledge:
- Computer certifications – Microsoft, VM Ware, CCNA, Security, Electronics, BICSI, CCNP, CompTIA Network +, Microsoft MTA,
- State of Ohio Fire Fighter Certification preferred or willing to obtain.
- Must possess a valid driver's license

Computer Skills: Advanced skills in Microsoft 365 products.

Equipment Used: Personal computer, copier, scanner, fax, phone, company vehicles, hand tool, power tools, ladders, lifts of all kinds.

Supervisory Responsibilities: None

Working Conditions / Physical Demands:
The work is performed out of an office, throughout the facility, and field environment. This position will work independently or in a team setting.
The incumbent must be able to tolerate inclement weather conditions and be able to be exposed to heat or cold on a regular basis and to rain, snow, humidity, heights (climb a ladder), confined or enclosed spaces, noise, vibration, poor ventilation, fumes, and hazards occasionally. While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, grasp, and handle objects, tools, or controls; reach with hands and arms; climb stairs and ladders; balance; stoop; kneel; crouch; push; pull; talk or hear. The employee must frequently lift or move electrical or information system materials and supplies weighing up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Specific hearing abilities required by the job include two-way radio use and hearing, cell phone use and hearing and hearing in a construction area.

Interfaces:
> Internal: employees, management
> External: vendors, customers, airlines, FAA, TSA, contractors

Success Factors:
- Must present a sense of urgency to organize and prioritize work for Airport's benefit.
- Ability to define problems and resolve them quickly with strong attention to detail.
- Ability to maintain composure while resolving difficult/critical tasks.
- Basic understanding of Microsoft operating systems.
- Knowledge of internet security and data privacy principles.
- Ability to independently analyze and solve routine computer-related problems.
- Ability to read, interpret, and apply a variety of informational documentation, directions, instructions, methods and procedures, such as technical manuals, software manuals, wiring diagrams, blueprints, product documentation and related materials.

- Strong customer service skills – willingness to help and work with a wide variety of individuals.
- Self-motivated
- Willing to learn new things
- Willingness to assist other departments.

- Must be flexible for on-call emergencies or staffing shortages, including evenings and weekends

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job. At the employee's request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job. Nothing contained in this job description is intended to create (nor shall be construed as creating) a contract of employment (expressed or implied) or guarantee employment for a definite or indefinite term.

Employee Acknowledgement:
I hereby acknowledge that I have read and received a copy of this job description. I understand the requirements, essential functions, and duties of the position. I am able to perform the essential functions as outlined with or without reasonable accommodation. I further understand that my employment shall be "at will" at all times, meaning that either the Akron-Canton Airport or I may terminate my employment with or without notice or cause at any time.

Signature: **_____**

Print Name: **_____**   *Date:* **_____**