

# SARASOTA MANATEE AIRPORT AUTHORITY JOB OPPORTUNITY ANNOUNCEMENT



## TECHNICAL SUPPORT SPECIALIST Full Time, Non-Exempt

**Starting Salary Range:** \$38,088 - \$43,801  
**Salary Grade Range:** \$38,088 - \$57,133

**Posting Date:** 01/13/2021  
**Closing Date:** Open Until Filled

Under the direct supervision of the Senior Vice-President, Chief Information Officer, provides technical assistance to users of personal computers, networks, servers, portable devices, and peripheral devices to include maintaining and troubleshooting operations and communications hardware and applications and/or system software and peripheral devices in a predominantly Microsoft Windows environment with minor Linux, Apple OSX and iOS requirements. **Work schedules will include weekends and nights and occasional overtime. On occasion may be subject to being called in during non-scheduled hours to respond to any situation related to the responsibilities of the position, or any situation determined necessary by the department.**

**MINIMUM QUALIFICATIONS:** High School Diploma or GED; Three (3) years hands-on computer experience; Two (2) years of progressively responsible experience as a computer/network specialist or end-user support technician. Certifications may be used for partial substitution of education or experience requirements

**LICENSES & CERTIFICATIONS:** Valid Florida Driver's License or must obtain within (30) days of assuming the position.

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### **TO APPLY FOR THIS POSITION, PLEASE FOLLOW THE INSTRUCTIONS LISTED BELOW.**

1. Applicants desiring to be considered for this position should apply directly with the Sarasota-Manatee Airport Authority by visiting our website @[www.srq-airport.com](http://www.srq-airport.com); or, calling 941-359-2770 ext. 4212.  
  
Return your completed SMAA application to the address shown on the signature page of the application form; OR fax it to 941-359-5024; OR email it to [application@srq-airport.com](mailto:application@srq-airport.com). Only Sarasota Manatee Airport Authority (SMAA) application forms will be accepted.
2. Minimum qualifications must be met by the closing date in order to be considered eligible for the position. Resumes may be submitted as supplements, but cannot be accepted in lieu of an application. Applications and resumes are subject to disclosure under the Florida Sunshine Law.
3. Veterans' Preference documentation, reference names, etc. must be submitted at the time of application. In accordance with the Immigration Reform and Control Act, appropriate identification documents verifying eligibility for employment will be required for the applicant who is hired.
4. The Sarasota Manatee Airport Authority participates in E-Verify. Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States.
5. Your application will not be considered unless complete answers are provided to all questions on the application.
6. The Airport Authority's Drug-Free Workplace Program requires that applicants take and pass a drug/nicotine test prior to being hired.



**SARASOTA MANATEE AIRPORT AUTHORITY  
JOB CLASS SPECIFICATION**

Job Code: 1029  
Date Approved: 10/19  
Grade: 27

**JOB TITLE:** Technical Support Specialist  
**REPORTS TO:** Senior Vice-President, Chief Information Officer  
**DEPARTMENT:** Information Technology Services  
**FLSA STATUS:** Non-Exempt

**JOB SUMMARY**

Under the direct supervision of the Senior Vice-President, Chief Information Officer, provides technical assistance to users of personal computers, networks, servers, portable devices, and peripheral devices to include maintaining and troubleshooting operations and communications hardware and applications and/or system software and peripheral devices in a predominantly Microsoft Windows environment with minor Linux, Apple OSX and iOS requirements. **Work schedules will include weekends and nights and occasional overtime. On occasion may be subject to being called in during non-scheduled hours to respond to any situation related to the responsibilities of the position, or any situation determined necessary by the department.**

**JOB RESPONSIBILITIES**

**Essential Job Responsibilities:**

Install, upgrade, monitor, and troubleshoot issues with LAN systems including but not limited to client computers (desktops, laptops, thin/zero clients), VoIP systems, wired and wireless networks and devices.

Provides both Tier 1 and 2 support for Authority employees, passenger-facing technologies, and Airport-provided tenant systems.

Primary support for the Airport computer systems, including security access (badging) equipment, internet connections, work order systems, flight information displays, common uses computers, etc.

Provides COMNET FIDS, GIDS, BIDS, and Amadeus EASE as well as IED paging hardware and software troubleshooting and support.

Receives incoming IT-related telephone calls and visitors, answer questions as appropriate and/or directs them to the appropriate party.

Administers user accounts and services such as Active Directory/Exchange accounts, VoIP services, Microsoft Office and Adobe suites, internet access, and security permissions.

Installs and maintains software patches and upgrades where required.

Maintains an inventory of equipment and parts as well as documentation of vendor activities. Interfaces with outsourced IT, phone, and networking vendors as required.

Keep hardware maintained with primary concern for longevity of equipment by performing ongoing thorough maintenance inspections and cleaning.

Works on multiple projects and tasks both individually and in a project team environment.

Keep abreast of advancing technology with regards to computer networking, and hardware and software while focusing on airport needs and maximizing system capabilities and potential.

Monitor supplies and paper stock of systems for airlines.

Provide help-desk support for Windows OS and desktop applications, to include Office 365- Word, Excel, Power Point, Access, Outlook, Adobe Acrobat and Internet browsers among others.

Provides training to users for various hardware and software technologies

Required to work in shifts as deemed necessary by supervisor.

Design and create user-friendly documentation in addition to, or in replacement of, standard materials.

Consult with and advise other departments on application upgrades and problems related to software and hardware.

Post items to Airport website and Intranet as needed

Setup, monitor and maintain presentation and recording equipment for Airport meetings. Work with Records Retention to ensure proper and effective computer records management, electronic form development, audit procedures, and valid software licensing documentation.

Utilize commercial utilities for problem determination and correction and virus protection.

Act in Customer Support capacity, providing software training, feature use and problem resolution.

Ensures computer workstations are free of viruses and malware through use of up to date protection software and testing.

**Other Job Responsibilities:**

Assist Network and System Administrator(s) to serve as backup for minor tasks when required.

Performs other related duties as assigned.

**MATERIALS AND EQUIPMENT USED**

Computers, Software, Cables, Cable tools, Computer Peripherals, Communications Equipment, Office Equipment.

**QUALIFICATIONS REQUIRED**

Where "**preferred**" is indicated, the qualification is not essential.

## **Education and Experience:**

High School Diploma or G.E.D.

An Associates or higher degree from an accredited college or university in information systems **preferred**.

Three (3) years hands-on computer experience.

Two (2) years of progressively responsible experience as a computer/network specialist or end-user support technician. Certifications may be used for partial substitution of education or experience requirements.

Microsoft administration and support experience, **preferred**.

Experience with LAN/WAN topologies, server documentation and maintenance of backups, security procedures, **preferred**.

Experience with common physical data cabling, Twisted Pair, Single and Multi-mode Fiber, **preferred**

Experience with desktop/laptop configuration and repair, server maintenance and troubleshooting, upgrading hardware components, (servers and desktop units), network printer configuration. Installation and configuration of other peripherals as needed, **preferred**.

## **Licenses and Certifications:**

Valid Florida Driver's License or must obtain within (30) days of assuming the position.

Comp T.I.A. A+, Network+ Certification, **preferred**.

MCP (Microsoft Certified Professional), **preferred**.

Any additional relevant IT Certification focused on security, Security+, VMware, Cisco, **preferred**.

## **Knowledge, Skills, and Abilities:**

Knowledge of airport security and communications rules, technologies, regulations, and methods of operation, **preferred**

Knowledge of Microsoft Office 365 (Word, Excel, Outlook, PowerPoint, Access), and Windows 10

Knowledge of PC Installation and support for Windows workstations (including repairing hardware and OS software configurations).

Knowledge of Internet browsers, internal and external email, and advanced communication devices and techniques.

This position requires skills in prioritization, organization, verbal communications and interpersonal relations, and the ability to manage multiple projects simultaneously.

Strong analytical and reporting skills.

Must work well in a team environment with limited instruction/supervision.

Must be able to learn and understand complex principles and techniques, to make independent judgments in absence of supervision, and to acquire knowledge of topics related to primary occupation.

Ability to independently analyze and solve routine computer related problems.

Ability to read a variety of informational documentation, directions, instructions, methods and procedures, such as technical manuals, software manuals, wiring diagrams, blueprints, product documentation and related materials.

Ability to write reports, speak with and before others with poise, clarity, control and confidence.

Ability to take quick and accurate corrective action under stressful conditions and/or the ability to research a problem and present a realistic time frame for resolution.

Ability to maintain a high degree of confidentiality, to perform work with a positive attitude and in a professional manner at all times.

Thoroughly familiar with COMNET FIDS, GIDS, BIDS, and Amadeus EASE as well as IED paging hardware and software, **preferred**.

Possesses an excellent knowledge of and diagnostic abilities with common hardware, software, and networking technologies associated with a Microsoft Windows environment including but not limited to:

- o Microsoft Active Directory in a Windows Server 2012 and higher environment
- o DHCP, DNS, TCP/IP, and other related services and protocols
- o Microsoft Exchange
- o Microsoft SQL Server
- o File Sharing and Permissions
- o Printing and electronic document services
- o Basic multimedia applications and technologies
- o VoIP telephony

Familiar with LAN/WAN topologies, server documentation and maintenance of backups, security procedures.

Familiar with common physical data cabling, specifically Twisted Pair, Single and Multi-mode Fiber.

Hardware Configuration: Familiar with desktop/laptop configuration and repair, server maintenance and troubleshooting, upgrading hardware components, (servers and desktop units), network printer configuration, installation and configuration of other peripherals as needed.

Ability to independently analyze and solve routine computer related problems.

Ability to read a variety of informational documentation, directions, instructions, methods and procedures, such as technical manuals, software manuals, wiring diagrams, blueprints, product documentation and related materials.

Ability to make hardware repairs and upgrades.

Ability to deal courteously and respectfully with end users and the public.

Ability to maintain accurate records in an organized file system and provide help desk reports.

Ability to remain calm and courteous during non-routine situations.

Ability to document systems configurations, disaster recovery plans, troubleshooting steps, and LAN/WAN segments in an organized manner.

### **Physical Requirements:**

The Technical Support Specialist must be diligent in adhering to all work-related safety rules, procedures and regulations and take the precautions necessary to comply with the Airport Authority safety policy.

Physical Demands –Must possess the ability to perform strenuous physical activities such as lifting up to 30 lbs.

Work schedules, to include rotating shifts, night shifts, weekend shifts hours of work and days off may be changed at any time at the discretion of the supervisor. The Airport operates on a 24 x 7 x 365 basis. Will be subject to recall after normal duty hours.

**Mental Requirements:**

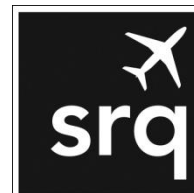
As a Technical Support Specialist, the employee must have the mental capacity to provide support to all departments; must be capable of successfully interacting with employees, outside agencies and the general public; develop and maintain effective working relationships with superiors, fellow employees, outside agencies and the general public and have the mental capacity to provide support to the Senior VP CIO.

**Environmental Requirements:**

The Technical Support Specialist generally works in an office environment and inside the airport terminal but at times, may be exposed to heat, cold, rain and wind in a noisy environment

**Summary Clause:**

The duties and responsibilities listed in this job class specification are intended only as illustrations of the various duties to be performed and are not all inclusive. The omission of other specific duties does not exclude them from being performed by the Technical Support Specialist if the duties are similar, related, or a logical assignment to the position. This job class specification does not constitute an employment contract between SMAA and the Technical Support Specialist and is subject to change at the discretion of the Airport Authority. **ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLE ACCOMMODATE INDIVIDUALS WITH DISABILITIES.**



### Physical/Mental Requirements

**Job Title: Technical Support Specialist**

**Job Code: 1029**

**Date: 10/19**

Physical/Mental	Percentage of Time			
	Continuous 67-100%	Frequently 34-66%	Occasionally 1-33%	Infrequent - less than once a day
Standing		X		
Sitting		X		
Walking		X		
Lifting		X		
1-10 lbs.		X		
11-20 lbs.		X		
21-35 lbs.			X	
36-50 lbs.			X	
over 50 lbs.			X	
Carrying		X		
Reaching		X		
Climbing			X	
Driving				X
Written Communication			X	
Oral Communication		X		
Reading		X		
Hand Dexterity	X			
Reasoning	X			
Decision Making	X			
Analyzing	X			
Sensory	X			
Sight	X			

*The mental and physical aspects shown with an "x" relate to this specific position, and have been identified for ADA compliance purposes only. This information shall not be used to determine salary grades, nor shall it be used to make comparisons with other positions.*



## SARASOTA MANATEE AIRPORT AUTHORITY

### SUMMARY OF BENEFITS Full Time Employees

Employer Paid Benefits:	Waiting Period
<b>Employee &amp; Dependent Medical Insurance</b> SMAA offers two Blue Cross/Blue Shield medical plans - A Low Option PPO Plan and an HSA/HDHP. 100% of employee premium is paid by SMAA and the employee contributes toward the chosen dependent coverage.	The first day of the month following your 30 day waiting period
<b>Employee &amp; Dependent Dental Insurance</b> SMAA pays 100% of employee and dependent coverage under Florida Combined Life Insurance Company, a subsidiary of Blue Cross/Blue Shield.	The first day of the month following your 30 day waiting period
<b>Employee &amp; Dependent Life Insurance</b> (100% paid by SMAA – employee is insured for 2x annual salary up to \$100,000; spouse is insured for \$5,000; dependent is insured for \$2,500)	The first day of the month following your 30 day waiting period
<b>Employee Assistance Program</b>	Immediate
<b>Short-Term Disability</b> (100% paid by SMAA)	1 year
<b>Sick-Time</b>	90 days
<b>Vacation Leave</b>	6 months
<b>Retirement Plan</b> (A 401 plan administered by the Principal Financial Group)	6 months
<b>Reimbursement for Continuing Education</b>	6 months
<b>Floating Holidays</b>	6 months
<b>National Holidays</b>	Immediate
<b>Special Discount Programs (Varies)</b>	Immediate
Voluntary/Optional Benefits:	Waiting Period
<b>Pre-Paid Legal Plan</b> (Voluntary – payroll deduction)	The first day of the month following your 30 day waiting period
<b>Deferred Compensation Plan</b> (Voluntary – payroll deduction)	90 days
<b>Group Term Life, Supplemental Medical, and Long Term Disability Insurance</b> (Voluntary – payroll deduction)	The first day of the month following your 30 day waiting period