Job Description

| Job Title: Airport Information Systems Technician | Date: December 2019 |
| Department: Operations | FLSA Status: Non-exempt |
| Reports to: Director Of Operations | Pay Grade: 105 |

Introduction

This is a technical position assisting IT staff with technical support of desktop computers, applications, and related technology and assisting employees in the use of such equipment. Support includes installation and configuration of computer systems and peripherals within established standards and guidelines. Activities require interaction with software and operating systems to diagnose and resolve unique, non-recurring problems. The employee in this position also assists in the maintenance and testing of network switches, routers, access points, network cabling and associated equipment. An employee in this classification exercises independent judgment, problem solving, communication, confidentiality and initiative. Supervision is received from an administrative superior with work being reviewed through reports, conferences and results achieved.

Essential Functions

- Installs, configures and assists in maintaining computer systems, software, network switches, cabling, telephony and all supporting infrastructure.
- Installs, configures and assists in supporting the Lincoln Airport Security System including access control and security cameras.
- Provides technical assistance to employees involved in the operation of computers and related equipment; trains employees in the use of software, computers and other automated office equipment.
- Troubleshoots functional problems and performs repairs as needed and installs software, cabling, access control, telephony, security cameras, access points and peripherals.

Desirable Knowledge, Abilities and Skills

- Ability to work well independently, as well as follow directions.
- Ability to work effectively in an environment with frequent disruptions.
- Ability to absorb information quickly.
- Ability to communicate effectively both orally and in writing.

Desirable Training and Experience

- Graduation from a senior high school or equivalent supplemented by technical training in computer/network systems, cabling systems, and/or access control.
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Reasoning Ability

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Other Skills and Abilities

- Ability to analyze problems and to organize their component parts into logical steps.
- Ability to exhibit independent judgment and initiative in prevention and remediation of computer system and network system problems.
- Ability to utilize technical manuals relating to operating system operations, software operations, hardware operations and wiring.
- Ability to communicate effectively both orally and in writing.
- Thorough knowledge of standard practices, material, tools, and equipment of the trade.
- Considerable knowledge of the occupational hazards and safety precautions which must be taken.

Physical Requirements

The physical demands described here are representative of those that must be met by and employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical requirements include the following tasks and abilities:

- Operate and repair company equipment.
- Lift and/ or move up to 70lbs utilizing safe and proper lifting techniques and equipment.
- Safely climb in and out of trucks, and up and down stairs and ladders.
- Ability to sit, climb or balance, stoop, kneel, crouch, crawl, stand and walk.
- Specific vision abilities required such as close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Work well under pressure meeting project schedules and budget guidelines and be flexible and available to work required overtime upon request.
- Endure various work environment characteristics to include climatic temperature extremes such as cold, hot, wet, and/ or humid conditions; moving mechanical parts/ equipment; high, precarious places; fumes or airborne particles; toxic or caustic chemicals.
- Operate and repair properly and safely tools of the trade, equipment, and vehicles.
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Employee must understand the importance of wearing proper personal protective equipment to include:

- Ankle high, laced work boots or shoes that cover the entire foot and ankle.
- Safety glasses per the LAA Employee Safety Program.
- Appropriate breathing protection when exposed to hazardous chemicals as per Material Safety Data Sheets and safety training.
- Hearing protection when exposed for noise occurring in intensity that exceeds an average of 85 decibels.
- Shirts or T-shirts with 4” or more sleeves that meet safety and company professional standards.
- Long pants, jeans or heavy work coveralls to protect the legs that meet safety and company professional standards.

Condition of Employment

Employee is required to meet the above significant duties, qualifications, working conditions, physical requirements, personal protective equipment requirements, and relationship requirements. Approval of pre-employment reference check, skill assessment testing, and MVR (motor vehicle report), and other requirements as per Company policy. Successful completion of post-offer drug/ alcohol and medical evaluations are conditions of employment.

Performance Indicators

1. Completion of responsibilities as listed above in a timely, safe, ethical and organized manner.
2. Accurate, timely and complete documentation maintained at all times.
3. Effective utilization of all available resources.
4. Proven ability to repair as directed, and operate company vehicles, equipment and tools in a safe and professional manner (periodic MVR inspections).
5. Supervisor, employee, management and customer satisfaction and quality of product.
6. Continued professional/ personal growth and development.
7. Continued proficiency and productivity to meet Company expectations and standards.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
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While performing the duties of this job, the employee is regularly exposed to risk of electrical shock. The employee frequently works near moving mechanical parts. The employee occasionally works in high, precarious places and in outside weather conditions.

The noise level in the work environment is usually moderate.