Position Title: Vice President of Information Technology
Salary Band: AA8

JOB OVERVIEW

Reporting to General Counsel, Executive Vice-President of IT, Legal Affairs, the Vice President (VP) of Information Technology (IT) directs and is responsible for all IT staff (approximately 41 staff in total) and will plan, develop and ensure effective implementation and execution of the IT Strategic and Operating solutions that reflect the Aviation Authority's (HCAA) goals. This position is responsible for maintaining existing systems, while providing strategic and tactical direction in all technology-related issues in support of information technology operations. This position plays an integral role in setting HCAA's technology direction, development and future growth.

The VP of Information Technology directs and manages technology plans, schedules, policies and programs in a variety of areas, including but not limited to all HCAA operations, airline operations, desktop customer support, network support and administration of the Oracle EBS to support the mission of HCAA.

This position must provide exceptional leadership and should be considered an innovative and diplomatic leader with a proven record of building motivated and skilled teams.

POSITION DUTIES

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- The AVP of Information Technology must be a proactive, strategic thinker with a strong ability to identify and deliver innovative technical solutions and support a customer service focused information technology team.
- Ability to establish credibility and rapport quickly with a wide range of level of employees.
- Ability to manage high performing teams with results oriented objectives driven by end user and customer expectations.
- Excellent skills in large-scale programs, project planning and implementation, portfolio management, IT governance, standards, methodologies, processes and procedures.
- Ability to guide IT governance to establish IT priorities, develop policies and standards and allocate IT resources.
- Ensure delivery of appropriate, effective, efficient, sustainable and secure IT services to customers.
- Develop and support an effective and efficient IT workforce.
- Responsible for supervising and evaluating IT staff.
- Track and communicate IT-Airport industry trends and market intelligence.
- Promote good change management activities (people and processes) and facilitate cross-functional collaboration between teams and within HCAA.
- Actively leading, promoting and managing the IT department, providing direction, guidance and development to HCAA's Network Engineering and Software Development groups. Develop and implement a technology plan which will move Tampa International Airport towards the leading edge of airport technology.

- Research, develop and implement a technology strategy for HCAA. Identify evolving and emerging technologies that offer the potential for the continuous improvement of business operations and services provided by HCAA. Ensure that the HCAA technology strategy is aligned with the direction of mainstream, proven technology solutions.
- Direct the planning, budgeting, coordination and construction of all Information Technology projects. Oversee the technology component of all non-information technology department managed projects.
- Direct the planning, coordination, development, implementation, training and maintenance of all HCAA developed software. This includes the development and maintenance of the website TampaAirport.com, the information kiosks, and the HCAA intranet. Oversee the planning, acquisition, coordination, implementation, end- user training and maintenance of all non-financial third party software used by HCAA.
- Direct the operation and maintenance of all HCAA networks and IT infrastructure throughout the airport. Oversee the development of equipment budgets and procurement specifications. Plan for the configuration, installation and maintenance of all computers, servers, printers, telecommunications equipment, network switches, routers, hubs and other ancillary equipment. Oversee the operation of the IT Help Desk and the provision of end-user hardware support.
- Direct the development, implementation and management of network, desktop and software security policies and procedures. Oversee the development and on-going testing of the HCAA IT disaster recovery plan and intrusion detection program.
- Direct the provisioning of information technology services provided by HCAA to Airport tenants. Manage and grow HCAA's Shared Tenant Services program, providing telephony services to HCAA's tenants. Maintain a high level of customer service characteristic of services provided by the HCAA to its tenants.
- Oversee the administration of HCAA cellular telephone equipment and service agreements.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in the position include a Bachelor's degree in business administration or technology, at least ten years of extensive information technology experience to include at least seven years' experience managing a technology department within a mid- to large-size government or business. Must have experience working with an Enterprise Resource Planning system, cyber and information security.

CORE VALUES

- ***Safety*** - Extending beyond our proactive approach to maintaining a secure facility for guests, our commitment to safety acknowledges the sense of security and peace of mind that comes from providing a warm and comfortable environment.
- ***Service*** - We are committed to the highest levels of guest quality and service. Tampa International Airport team members take great pride in delivering top-notch experiences that are helpful, welcoming and friendly. Our minimum standard is excellence in all we do.
- ***Community*** - As the gateway to the west coast of Florida, we serve communities and businesses throughout the region. Through our initiatives, we bring regional interests and organizations together to build a stronger Tampa Bay. As a good neighbor and community partner, we are committed to providing opportunities and making responsible choices that benefit our region.
- ***Growth*** - We are committed to building a sound financial position that cements our ability to be best in class for years to come. Our economic strength comes from a sensible and dynamic approach to growth. We will ensure that as the Tampa Bay region grows their airport is scaled to meet rapidly changing needs.
- ***Innovation*** - We are imaginative and forward-thinking. Dedicated to evolving both form and function through technological advancement, improved processes, and operational efficiency; while remaining true to our guests'

desire for simplicity, organization and convenience.

This classification description is not intended to be, nor should it be construed as, an all-inclusive list of the duties associated with a particular position. Management may require incumbents to perform job duties other than those contained in this document at any time.

The Aviation Authority-Tampa International Airport provides equal employment opportunity to all persons, regardless of age, race, religion, color, national origin, sex, political affiliations, marital status, non-disqualifying physical or mental disability, age, sexual orientation, membership or non-membership in an employee organization, or on the basis of personal favoritism or other non-merit factors.

The Aviation Authority-Tampa International Airport welcomes and encourages applications from minorities, veterans, and persons with physical and mental disabilities, and will reasonably accommodate the needs of those persons in the application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

Position Title: Director of Air Service Development
Salary Band: AA6

JOB OVERVIEW

Under the general direction of the Executive Vice President of Marketing, directs the execution of strategic and tactical plans to attract all airlines to this market and to increase flights in domestic and international markets. Provides key leadership for Tampa International Airport in the execution of short- and long-range market strategies and strategic initiatives toward achieving specific market objectives.

CORE VALUES

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- ***Innovation*** - We are imaginative and forward-thinking. Dedicated to evolving both form and function through technological advancement, improved processes, and operational efficiency; while remaining true to our guests' desire for simplicity, organization and convenience.

POSITION DUTIES

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Directs the implementation and execution of the strategy to attract all airlines to this market and to increase flights in domestic and international markets.
- Implements all elements of the Air Service Incentive Program (ASIP).
- Develops, based on market research, recommendations for the development of new service and plans for market expansions.

- Executes the short- and long-range marketing strategies for prospective air service markets.
- Develops periodic short and long term forecasts for the enterprise budget as well as planning support.
- Provides input to the establishment of the annual goals and objectives of Tampa International Airport's passenger and cargo development, both internationally and domestically.
- Prepares and reports on all call plans for passenger and cargo sales calls.
- Reports on a regular basis on traffic trends globally and domestically.

- Develops and presents business case presentations to airline staff.
- Leads logistical and analytical elements of major industry trade events like Routes and Slots conferences.
- Directs and oversees contract consulting firms and authorizes expenditures.
- Directs the preparation of budget requests and business plans and administers approved departmental budget.
- Interviews, selects, supervises, develops, counsels and if necessary, terminates subordinates in accordance with established policies.
- Develops and maintains survey databases on Tampa International Airport customers, customer needs, and customer satisfaction.
- Develops and maintains relevant airline cost comparisons for Tampa International Airport and other commercial passenger airports.
- Coordinates Board approval process for Air Service Development-related policy changes and contracts for services.

- Performs related duties as assigned.

REQUIRED KNOWLEDGE AND ABILITY: Knowledge of:

- Domestic and international airline passenger and air cargo operations and network decision-making processes to effectively represent the Tampa International Airport with airlines.
- Research methods and practices and relevant sources to gather data for tracking and analysis.
- Principles of passenger and air cargo carrier route planning to prepare proposals and presentations for current and potential Tampa International Airport carriers.
- Principles of graphic design.
- Knowledge of aviation regulatory affairs and airport-airline use agreements.

Ability to:

- Track and analyze data and prepare computerized presentations using a personal computer, including word processing, spreadsheet, database, and presentation software.
- Analyze a variety of demographic, psychographic, and travel propensity data and create spreadsheets regarding same.
- Communicate effectively in oral and written format to prepare and present presentations to airlines.
- Develop sophisticated cost comparisons using spreadsheets with formulas and lookup tables.
- Prepare visually-pleasing world-class marketing materials that support the Tampa International Airport brand strategy.
- Exercise sound independent judgment within general policy guidelines.

- Establish and maintain effective working relationships with those contacted in the performance of duties and to work as a team.
- Work under deadlines and coordinate several concurrent assignments.
- Work with minimum supervision.
- Travel to meet with airline executives to deliver presentations and develop long-term partnerships.

MINIMUM QUALIFICATIONS

This classification requires a combination of education and experience reflecting possession of the required knowledge, skills and abilities, to include graduation from an accredited college or university with a Bachelor's Degree in business, marketing, market research, or other related field; plus eight years of demonstrated experience in work directly associated with airline route economics, including route planning experience at an airline, as an airline or airport consultant, or similar experience in the aviation industry.

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The Aviation Authority-Tampa International Airport welcomes and encourages applications from minorities, veterans, and persons with physical and mental disabilities, and will reasonably accommodate the needs of those persons in the application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

Position Title: Director of Public Safety and Security
Salary Band: AA7

JOB OVERVIEW

Reporting to the Executive Vice President of Operations and Customer Service, this position serves as the chief law enforcement officer of the Aviation Authority (HCAA) and is responsible for ensuring the safety and security of all persons and property at Tampa International Airport. The Director of Public Safety and Security is responsible for the enforcement of laws, regulations traffic, airport operations center, security administration and security operations at the Tampa International Airport and for the overall leadership and administration of the Tampa International Airport Public Safety and Security Department.

This position coordinates law enforcement, safety and security activities related to public safety and security with tenants, outside agencies and in conjunction with HCAA's Operations Department and the Transportation Security Administration (TSA). The incumbent serves as liaison with all other law enforcement agencies in matters involving the HCAA and coordinates efforts in the case of special investigations and security operations.

The Director of Public Safety and Security prepares and updates applicable sections of the Master Airport Security Plan relating to law enforcement and security and coordinates closely with the Operations Department on issues dealing with safety and security. As a department head, attends and participates in all staff functions as part of the HCAA's leadership group.

This position is challenged with keeping abreast of changing federal and state regulations and statutes and with determining their proper enforcement.

The Director of Public Safety and Security has a variety of internal and external contacts. These include tenants and employees in order to provide guidance on police and traffic measures; other law enforcement agencies, airport operations center functions, security administration, and security operations to discuss matters that affect the Tampa International Airport; the Operations Department to ensure compliance with the various rules and regulations of the TSA and HCAA staff members to coordinate joint activities.

CORE VALUES

- ***Safety*** - Extending beyond our proactive approach to maintaining a secure facility for guests, our commitment to safety acknowledges the sense of security and peace of mind that comes from providing a warm and comfortable environment.
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- ***Community*** - As the gateway to the west coast of Florida, we serve communities and businesses throughout the

region. Through our initiatives, we bring regional interests and organizations together to build a stronger Tampa Bay. As a good neighbor and community partner, we are committed to providing opportunities and making responsible choices that benefit our region.

- ***Growth*** - We are committed to building a sound financial position that cements our ability to be best in class for years to come. Our economic strength comes from a sensible and dynamic approach to growth. We will ensure that as the Tampa Bay region grows their airport is scaled to meet rapidly changing needs.
- ***Innovation*** - We are imaginative and forward-thinking. Dedicated to evolving both form and function through technological advancement, improved processes, and operational efficiency; while remaining true to our guests' desire for simplicity, organization and convenience.

POSITION DUTIES

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.

- Plans, coordinates, directs, and supervises the activities of HCAA personnel engaged in Airport Operations Center, Security Administration, police and traffic programs to ensure that laws and regulations are enforced for the protection of people and property at the Tampa International Airport.
- Creates and maintains a strong sense of public service and customer relations among Airport Police, Traffic, Security Administration and Airport Operations Center personnel to ensure that the public's needs for information, assistance, and counseling are met in a prompt and courteous manner.
- Implements and monitors the TSA's procedures to ensure Tampa International Airport compliance with TSA requirements associated with law enforcement activities and to participate in the Joint Terrorism Task Force.
- Ensures that federal, state and municipal laws and HCAA regulations are enforced at the Tampa International Airport.
- Prepares annual budget for the Public Safety and Security Department.
- Reviews and updates Pubic Safety and Security Department policies and procedures so as to ensure that they remain current.

KEY LEADERSHIP ATTRIBUTES

- Strong leadership, team-building and consensus building skills required.
- Results driven and decisive with an ability to execute plans that are operationally sound.
- Very visible, enthusiastic, and a high energy level.
- Strong interpersonal and communication skills.
- Ability to effectively balance multiple high priority tasks simultaneously.
- Must be willing to work extended hours (nights, weekends, holidays) as required by operation and must be willing to be on call 24 hours a day, 7 days a week.
- Strong analytical and issue resolution skills required

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position include a Bachelor's degree in law enforcement, criminal justice, public administration or related field, and at least five years of responsible management and

administrative level experience in law enforcement. The incumbent must also be certified or certifiable by the State of Florida Criminal Justice Standards and Training Commission.

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DEPARTMENT POSITION DESCRIPTION

The Senior Manager, Insurance and Risk Management is responsible for managerial and administrative work in planning, organizing, directing, and coordinating an insurance and risk management program for the Hillsborough County Aviation Authority (HCAA). The position identifies and assesses risk and exposure in all phases of HCAA's operations; reports findings on risk exposures to senior management; implements strategies to manage insurable and/or hazard risk; directs the purchase of insurance programs and policy renewal process; makes recommendations regarding insurance coverage and insurance requirements and language for tenant, construction, maintenance, consulting, vendor, and other agreements; manages loss control activities; prepares loss analysis; and manages HCAA's facility safety inspection program.

The Senior Manager, Insurance and Risk Management interacts with HCAA's insurance consultants, attorneys, insurance brokers, and claims adjusters as necessary to achieve objectives. The Senior Manager, Insurance and Risk Management will have considerable latitude for independent judgment as to the technical aspects of the insurance, risk, and safety program.

POSITION RESPONSIBILITIES

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- Review contracts, invitations to bid, requests for proposals, requests for qualifications, leases, and other agreements to verify/revise insurance language and establish threshold insurance limits with appropriate input.
- Oversee the contractor/vendor insurance certificate program. Review and approve all certificates of insurance of contractors, vendors, and consultants doing business with HCAA to ensure compliance with contract insurance language.
- Oversee HCAA's Owner Controlled Insurance Program (OCIP) and perform related duties.
- Oversee and review input of insurance data into the Propworks Database.
- Maintain claims log and monitor processing of general liability and auto liability and property and casualty insurance claims to ensure accurate and timely adjudication and settlement.
- Investigate incidents that could result in compensatory events with insurance companies.
- Research, evaluate, make recommendations, and produce data reports regarding risk management, loss control, and claims by analyzing causes, patterns, or trends of incidents and claims.
- Coordinate the annual insurance policy renewal process for over ten types of insurance coverage, including the application process and proposals evaluation. Make coverage recommendations.
- Perform risk evaluation and forecasting.
- Manage the risk management information system.
- Manage the administration of brokered excess coverage.
- Maintain property and vehicle inventories and valuations.
- Provide risk and safety guidance and oversight for all airport-sponsored and community events held at the airports and attend planning meetings as necessary.
- Establish safety inspection procedures, manage the facility safety inspection program, and perform airport safety inspections to identify potential hazards and prepare and recommend practical solutions to eliminate and prevent hazardous conditions.

- Serve as chair of the safety committee and coordinate with other departments to enhance HCAA-wide awareness of safety issues.
- Assist with disaster mitigation and recovery.
- Develop employee safety training.
- Develop and implement risk and safety management goals and procedures.
- Prepare and administer risk and safety management budget.
- Manage, supervise, and train risk and safety management staff.
- Perform other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year degree granting college or university and five years of experience in risk management, development of insurance portfolios, evaluation of insurance needs, risk and loss control, safety, risk reduction, or an equivalent combination of experience. The ability to assess exposures as well as determine the applicable insurance coverage needed to protect HCAA and process claim information to conclusion. Computer and other standard office equipment skills; planning and decision making skills; and oral and written communication skills are required. A valid Florida Driver's License (or the ability to readily obtain).

Airport and/or Florida governmental experience; course work in risk management and/or insurance; or certification by the Insurance Institute of America as an Associate in Risk Management (ARM) or Certified Property Casualty Underwriter (CPCU) is preferred. Experience in development of public sector insurance portfolios and large construction insurance, including OCIP, CCIP, or Builders Risk also is preferred.

CORE Values

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