Tampa International Airport

Position Title: *Information Technology Network Engineer*

POSITION OVERVIEW

The IT Network Engineer will be responsible for the management and maintenance of the Authority switches, routers, firewalls and associated components, to ensure successful daily operations of all Airport computerized network systems, as well as the planning and implementation of near and long-term strategies for the network environment.

POSITION ACCOUNTABILITIES

Note: *The following position responsibilities are illustrative and not exhaustive. The position description is not intended to be, nor should it be construed as, an all-inclusive list of the duties associated with the position. Management may require incumbents to perform job duties other than those contained in this document at any time. Depending on assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.*

- Provides primary hardware and OS support for the Authority's Cisco infrastructure including but not limited to routers, firewalls, switches, wireless AP's and wireless controllers.
- Provides network support for Authority customers according to current service level agreements.
- Works on projects related to new Cisco server and network equipment installs and upgrades.
- Experience preferred with Cisco Unified Communication Manager and unity connection providing telephony services for customers ensuring constant availability of phone and voice mail services.
- Complies and enforces IT security policies including PCI compliance.
- Troubleshoots network outages quickly to ensure desired uptimes.
- Performs Cisco IOS upgrades and standard patching using Cisco Prime LMS.
- Monitors network devices using various tools such as Cisco Prime LMS, SolarWinds, and Cisco Prime Infrastructure.
- Experience with fiber and copper cable plant management and management software.
- Documents all network changes and additions using Visio or similar product.
- Coordinates with Telecomm section on all moves, adds, changes as they relate to the VoIP system.
- Communicates with various departments and Authority customers on scheduled maintenance downtimes using change management procedures.
- Performs other duties as required.

MINIMUM QUALIFICATIONS

An Associate's Degree or higher from an accredited college or university with a major in information systems or technology field; and five years' hands-on experience in a Cisco environment designing, implementing and supporting Cisco switches, routers and firewalls at a systems engineering level in a complex and diverse environment (i.e., corporate data center); current Cisco Certified Network Professional (CCNA) certification or higher.

SUBSTITUTION: Graduation from high school or possession of a GED certificate and seven years of the above experience may be substituted for the degree requirement. Additional requirements: a current CCNP certification or higher.

TPA MISSION STATEMENT

To be a major driver in the economic growth of the Tampa Bay Region. We will be leading edge innovators to create global access and extraordinary customer experiences through our people and facilities to build prosperity for our stakeholders and the region.

TPA VISION STATEMENT

To be a vibrant aviation gateway for Tampa Bay, providing access and economic opportunity for our stakeholders.

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 OVERVIEW

The Senior Information Security (IT) Analyst is responsible for assessing information risk and facilitates remediation of identified vulnerabilities for IT security and IT risk across the enterprise. Assesses and reports on information risk and facilitates remediation of identified vulnerabilities with the Airport network, systems and applications. Performs assessments of the IT security/risk posture within the IT network, systems and software applications, in addition to assessments within the Vendor Management Program. Identifies opportunities to reduce risk and documents remediation options regarding acceptance or mitigation of risk scenarios. Facilitates and monitors performance of risk remediation tasks, changes related to risk mitigation & reports on findings. Maintains oversight of IT and vendors regarding the security maintenance of their systems and applications. The Senior Information Security (IT) Analyst assists in all IT audits, IT risk assessments and regulatory compliance.

POSITION ACCOUNTABILITIES

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- Analyzes and maintains existing software & hardware, proposed modifications, and new software packages for impact on current operating systems regarding information security.
- Assists project leaders in implementing security controls for new and/or upgraded software applications.
- Measures system performance for optimization on newly adopted software, hardware, and configuration changes.
- Audits security logs and other data sources to ensure policy and standards compliance.
- Coordinates with vendors and users on identification of software, network, security, hardware problems and system modifications or enhancements.
- Prepares user instructional documentation and trains personnel on new technology and software upgrades regarding information security.
- Identifies and reports security related anomalies.
- Participates in qualitative risk analysis and performs gap analysis.
- Develops, implements, and maintains security policies and standards; insures all policies and standards are updated as needed to stay within compliance of any audit findings or changing technology requirements.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's Degree or higher from an accredited four year degree granting college or university with a major in information systems, computer science or other directly related field. In addition, at least four years of security knowledge and technical experience in a diverse range of IT systems – specifically with PCI compliance, logging solutions, vulnerability management solutions, Microsoft enterprise technologies, Cisco enterprise technologies, VMWare enterprise technologies, and Redhat Linux technologies. Has obtained at least one technical certification or documentation of training obtained in the last three years from the following organizations: Cisco, Microsoft, VMWare, Amazon AWS, ISC2, CEH, SANS, ISACA, or CompTIA. Information security specific certifications are preferred.

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JOB OVERVIEW

Performs duties providing technical assistance to users of personal computers, networks, mini computers or mainframe computers and peripheral devices to include maintaining and troubleshooting operating, communications, and applications and/or systems software and peripheral devices.

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.

- Installs, tests, and maintains software applications on personal computers, networks, or mini/mainframe computers; documents software use standards.
- Uses network operating system software to create and maintain networks of personal computers.
- Supports department and function specific automated programs, multiple operating systems and ensures access to the internet.
- Writes and implements programs, macros and batch files using computer languages. Troubleshoots problems and takes corrective action.
- Creates and maintains library of client files on backup tapes in accordance with established standards.
- Manages computer inventory and sets-up and maintains images for workstations, laptops, tablets, etc.
- Reads computer hardware and software product literature and specifications, evaluates utilities, may investigate in detail with vendor, and makes recommendations concerning purchases.
- Assists with the design, programming, and maintenance of software.
- Writes and edits software and hardware manuals for system users.
- Reviews existing system documentation for clarity and completeness and recommends changes.
- Receives calls from clients reporting hardware or software failures or problems, and provides guidance for their quick resolution.
- Establishes and maintains records of hardware and software failures using problem management system to track problem trends and provide input to management for their prevention.
- Recommends or provides training to computer hardware and software users to enhance their knowledge and capabilities.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's Degree from an accredited college or university with a major in a computer technology field; and one year of experience installing, configuring and supporting computer hardware and software technologies; or any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPETENCIES

- Considerable knowledge of software applications installation, operation, testing, and maintenance methods and techniques.
- Working knowledge of computer hardware components.
- Working knowledge of agency standards for hardware and/or software.
- Working knowledge of applicable computer technical publications and reference material.
- Skill in communicating technical information to non-technical users.
- Skill in systematic problem solving.
- Skill in developing, reviewing and editing documentation.
- Skill in the use of mainframe, mini or networking hardware.
- Ability to analyze and solve routine computer related problems.
- Ability to establish and maintain effective working relationships with others within and outside the organization and work collaboratively in a team environment.
- Ability to train others.

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Position Title: Technologist (CUPPS)
Salary Band: AA2

POSITION DUTIES

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- Organizes, plans, schedules, implements improvements and enhancements for desktop images associated with Common Use support. This includes onsite work at ticket counter and gate locations for all hardware support.
- Analyzes and maintains existing software, hardware, proposed modifications and new software packages for impact on current operating systems for Authority employees and Common Use implementations.
- Document, test and implement desktop changes and new implementations associated with new Authority projects.
- Supports APC Kiosks as required.
- Plan, create and document the desktop and printer environment for physical location.
- Coordinates with vendors and users to monitor, maintain, update and troubleshoot any and all issues with operating systems and infrastructure applications associated with desktops and laptops.
- Research, analyze and evaluate new and alternative hardware and software solutions.
- Prepares user instructional documentation and train personnel on new technology and system upgrades.
- Measure system performance for optimization on software, hardware and configuration changes.
- Documentation of desktop and laptop environment processes ensuring Authority personnel of consistency and standards.
- Provides help desk support as needed.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's or higher degree from an accredited college or university in data processing or related field; and four years of hands on experience in a large server environment; and a Microsoft Certified Systems Engineer 2000 or better. A minimum of four years of supervisory and or managing resources experience is also required.

Substitution: Graduation from high school or possession of a GED certificate; and four additional years' experience as reflected above with advanced Microsoft, Linux or Cisco certifications.

CORE VALUES

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.