



**JOB OPPORTUNITY
INFORMATION TECHNOLOGY SPECIALIST
UNCLASSIFIED**

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Open To: The Public

Location: Bradley International Airport - Windsor Locks, CT

Job Posting No: CAA-1604

Hours: Normal Schedule Monday to Friday – 7:00 a.m. to 4:00 p.m., may be required to work beyond normal schedule.

Salary Range: \$75,686 - \$113,530

Closing Date: August 19, 2016

Position Summary:

As a member of the Connecticut Airport Authority (CAA) management team the Information Technology (IT) Specialist will, under direct supervision from the Manager of Information Technology, be responsible and accountable for the smooth running of our computer systems within the limits of requirements, specifications, cost, and timelines. The IT Specialist shall work on an interdepartmental basis with managers and staff to assist in achievement of established organizational strategic goals and objectives while supervising the implementation and maintenance of the CAA's computing needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other related duties may be assigned.

- **Provides assistance in the directing and coordination of** information technology including IT infrastructure, architecture, application development, networks, telecommunication systems, computer operations, backups and IT support.
- Develops or assists in the creation of IT related policies.
- Oversees the development of high quality, low cost technology solutions to support agency operations.
- Plays a key role in the development of standards and decisions made regarding changes to IT systems and applications.
- Assists in the preparation of the IT budget.
- Provides senior level support on complex issues to increase the amount of internal resolutions.
- Recommends information technology strategies to the Manager of Information Technology regarding, policies, and procedures by evaluating organization outcomes, identifying problems, evaluating trends, and anticipating requirements.
- Ensures security of data, network access and backup systems.
- Manage IT projects through the project lifecycles of initiation, planning, execution and closure.
- Develops outlines, budgets, and schedulers for information technology projects.
- Provide end-user support for a variety of web applications.
- This position requires "on-call" availability on a rotational basis with Flexibility to provide after hours and weekend support as needed.
- **Performs related duties as required and/or assigned by the Manager of Information Technology.**

SUPERVISORY RESPONSIBILITIES: Assist in Managing and directing unit staff, vendors, and consultants as assigned.

QUALIFICATIONS:

To perform this job satisfactorily, an individual must be able to perform each essential duty satisfactorily and independently. The requirements listed are representative, but not necessarily all-inclusive of the knowledge, skill, and/or ability required:

- Considerable knowledge of and ability to apply management principles, practices and techniques to everyday IT operations and IT related projects.
- Considerable knowledge of IT methods, techniques and equipment.

- Considerable knowledge of telecommunications technology, systems and equipment.
- Considerable ability to develop and implement business plans, IT strategic project plans and budget plans to achieve CAA goals and objectives while meeting operational needs.
- Considerable ability to recognize and develop opportunities to grow and develop IT services in response to internal and external customer needs and changes in the work environment.
- Considerable interpersonal skills and the ability to interact with and coordinate with airport partners including airlines, consultants and contractors, tenants, lessees, businesses, State, federal, regional and local officials and other departments within the CAA.
- Considerable oral and written communication skills.
- Considerable ability to analyze IT systems equipment problems to develop and implement effective solutions.
- Excellent customer service, collaboration and problem solving skills with the ability to identify and develop solutions for business needs.

An individual serving in this position must be able to successfully undergo a thorough background and security screening, including being fingerprinted, **drug screening** and maintain required security clearance during the duration of employment

EDUCATION/EXPERIENCE:

- Bachelor's in Computer Science, Information Technology Management or related field required.
- 5+ years work experience in a professional IT environment.
- One or more relevant certifications in desktop support from Microsoft or a combination of other IT industry credentials i.e. A+, Net+, and Server+ Certifications.
- 5+ years of experience working with Microsoft Operating Systems and applications: Windows Server 2008, Windows Server 2012, SQL Server, and Active Directory.
- Experience or certifications in virtualization, application development and web development preferred.
- Experience working with flight information display systems (FIDS) preferred.
- Proficient in the installation, configuration and use of Microsoft Operating Systems and Microsoft Office 365.
- Working knowledge of common utilities such as GoToMeeting, WebEx, TeamViewer, Remote Desktop, and LogMeIn.
- Experience with JD Edwards EnterpriseOne desirable.
- Experience with LAN and WAN technology such as TCP/IP and routing protocols and other network management functions.
- Experience managing a customer service help desk, and general IT support functions.
- Experience working with WordPress Content Management System and administering websites.
- Experience working in a collaborative team environment.
- Strong network infrastructure design and implementation experience including installation, configuration, troubleshooting and extensive experience working with routers switches and firewalls.
- Experience in WAN/LAN technologies, data recovery solutions, network security, and network management systems.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an 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.

- Walking throughout the terminal to visit tenants and other business partners.
- Prolonged sitting and viewing a computer monitor and working with other information technology equipment and systems.
- Miscellaneous travel to other CAA, state, federal, business partner, contractor and other sites as necessary to effectively perform the duties and responsibilities of the position.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Climate controlled office environment at the State's largest commercial airport.
- Airport environment where high levels of security are maintained.
- Duties may require exposure to the elements and various modes of transportation.
- Work hours 7am to 4pm.

Application Instructions: Interested and qualified candidates who meet the above requirements should submit a CAA Employment Application located on this page: www.ctairports.org/employment, a letter of interest and a resume to the email address below. **State of Connecticut employees** should also submit the previous 2 service ratings and previous 12 months' attendance history to be considered.

**Connecticut Airport Authority
Human Resources
Administration Offices, Terminal A, 3rd Floor
Windsor Locks, CT 06096
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THE CAA IS AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER