



## TAA HUMAN RESOURCES DEPARTMENT JOB ANNOUNCEMENT

# Network / Systems Administrator

### About the Network / Systems Administrator

The Tucson Airport Authority (TAA) is looking for a Network/Systems Administrator, who will improve and assure the integrity of the overall IT network infrastructure and associated IT systems for TAA's 240 person workforce.

The Network/Systems Administrator is responsible for Cisco network components, the fiber backbone, firewalls, as well as the computer and system hardware and software, VMware environments, storage, and backup; all in order to optimize network and system performance and enhance security. Additionally, maximizes other specialized technology systems including Access Control, Closed Circuit Television and Paging Systems.

### Job Requirements

A Bachelor's Degree from an accredited four year college or university with major course work in computer science, management information systems, or closely related field is preferred. IT Certifications and/or technical education in network administration may be considered. A minimum of five years' progressively responsible network experience is required.

### Salary

Annual starting rate: \$57,500.00 - \$71,986.00 depending on qualifications, the top of the range is reserved for ideal candidates who closely match TAA's business needs.

### Join the TAA Team!

TAA provides a pension through the Arizona State Retirement System, choice of 3 Deferred Compensation Programs, Paid Vacation, Paid Sick Leave, 10 Paid Holidays choice of 3 Medical Plans, choice of 2 Dental Plans, Vision Insurance, TAA Paid Life/AD&D Insurance, TAA Paid Short-Term Disability Insurance and Employee Paid Supplemental Life Insurance.

### About the Tucson Airport Authority

The Tucson Airport Authority (TAA) is a unique nonprofit organization developed by business leaders, and created through Arizona state charter in 1948. It is certified to operate an airport system that consists of Tucson International Airport (TUS) and Ryan Airfield (RYN). In addition to serving general aviation and military users, TUS serves the commercial passenger and air cargo needs of metro Tucson, southern Arizona and northern Sonora, Mexico. RYN serves a general aviation reliever airport for TUS and is popular amongst transient pilots for recreational use.

**Mission Statement:** Promote aviation and foster economic development by strategically planning, developing and operating the most effective and efficient airport system in Southern Arizona.

### The Airport System

**Tucson International Airport (TUS)** is a commercial service international airport serving air carrier, cargo, military users and general aviation operators. TUS serves over 3.5 million passengers annually. TUS, is about 8 miles south of the city's central business district, encompasses about 8,400 acres. The airport campus includes 130 building with nearly 2.5 million square feet of space, and about 60 tenants.

**Ryan Airfield (RYN)**, is a general aviation reliever airport serving general aviation and military users. RYN is located about 12 miles west of Tucson, covers 1,800 acres and accommodates 30 tenants providing a wide variety of services for general aviation and military users.

---

### How to Apply

Please visit the TAA website at [www.flytucson.com](http://www.flytucson.com) to complete the online application. Questions regarding this position or the hiring process should be directed to Sharon Sutton in the Human Resources Department at 520-573-4882 or email at [ssutton@flytucson.com](mailto:ssutton@flytucson.com).

**Title:** IT Network/Systems Administrator

**Reports To:** Chief Technology Officer

FLSA Code: Exempt  
Grade: TBD  
Approved: RJB  
Approved: LP

---

### **Distinguishing Characteristics:**

Under minimal supervision, performs professional and advanced technical work designing, developing, implementing, maintaining and supporting Tucson Airport Authority's (TAA) systems and network infrastructure. Ensures the operational availability, performance, reliability, and effectiveness of all TAA network and computing systems. Installs and configures new computer equipment and telecommunications equipment including servers, routers, switches, firewalls, and other types of devices. Maintains and assures the integrity of Information Technology (IT) infrastructure and fiber backbone. Performs network and systems security checks and security system installations/updates. Supports IT customers in the operation and use of TAA IT systems and equipment. May support and maintain other specialized IT systems including the Access Control System (ACS), audio systems, and Closed Circuit Television (CCTV).

### **Essential Functions:**

The following functions and all other functions not included in this job description are to be performed in the best interests and for the greater good of TAA.

- Manages performance and capacity planning for network systems. Identifies, analyzes, and resolves network and related system problems. Installs, configures, and troubleshoots network equipment such as routers, switches, firewalls, cabling systems, and other network hardware.
- Installs and tests software patches, upgrades, and other configuration changes. Monitors and optimizes network systems performance.
- Implements, upgrades and maintains servers (including virtual) and associated operating systems, storage systems and enterprise backup systems. Monitors and tests system performance and provides solutions for any problems identified while maintaining, tuning, and patching systems for optimum operation and security.
- Plans for TAA systems cyber security. Assesses, recommends, implements, and maintains solutions for systems security, including vulnerabilities associated with all types of cyber risks and threats. Identifies gaps in IT security for infrastructure and applications, including vulnerabilities and risks, using standard

scanning tools, techniques and procedures. Ensures computer networks, servers, databases, and files are as secure as possible from unauthorized use based on best practices and data is backed up and recoverable.

- Researches, recommends and plans for the expansion, replacement, or upgrade of network/server equipment and related software. Identify gaps or inefficiencies and resolve.
- Collaborates with vendors, contractors, management, and other technical experts planning for modernization of current technology systems or the design/installation of new systems. Serves as the subject matter expert on specific systems.
- Creates and maintains configuration documentation, service records, and procedures for systems and network management.
- Documents airport copper/fiber cable infrastructure for new and existing systems using TAA established standards and methods.
- May operate, maintain and support other airport technology based systems including Voice Over Internet Protocol (VOIP) phone system, CCTV, ACS, or wireless. Administer and maintain user accounts, permissions, and access rights.
- Receives incoming IT Help Desk phone calls, answers questions and/or directs customers to the appropriate person. Responds to IT email mailbox requests for help.
- Supports and performs systems and network disaster recovery planning and business continuity initiatives.
- Acts as the technical lead and provides advanced technical information about TAA systems/infrastructure, supporting other projects, analysis, and planning initiatives. Works with IT staff and end users providing outstanding customer service.
- Attends technical or completes online training to keep current on changing technology. Trains others and ensures knowledge transfer between team members.
- Communicates and interacts effectively with all types of internal and external contacts and customers to resolve technical problems with systems, answer questions, assist with planning, to include answering the IT Help Desk phone and email box.
- Attends technical or completes online training to refresh skills. Trains others and ensures knowledge transfer between team members.
- Keeps current with emerging technologies and how advances may be leveraged to increase the efficiency/effectiveness of TAA's business processes.

The above listed functions are not necessarily all the essential functions. Job duties and functions may be expanded or reduced by management based on future changing needs and job requirements.

### **Position Requirements:**

A Bachelor's degree from an accredited institution in Management Information Systems (MIS), Computer Science, or a closely related field is preferred, with at least five years of progressively responsible combination of network and systems experience. At least seven

years progressively complex experience and IT Certifications and/or technical education in systems and network administration may be considered.

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

#### **Knowledge of:**

- Windows operating systems, characteristics, protocols, commands and components applicable to TAA systems architecture, including local and wide area networks (LANs, WANs), virtual networks and virtual private networks (VPN).
- Routers, switches, firewalls, secure wireless, High-Availability (HA) environments and remote access (especially Cisco devices).
- Principles, practices and methods of systems and network administration and maintenance, including procedures for establishing network connectivity.
- Network architecture and basic theory and principles of network design.
- Database management systems and software, including architectures, tools, commands, and utilities applicable to systems administration responsibilities.
- Advanced methods, principles, practices and techniques for troubleshooting and determining the causes of system, computer and related hardware errors and failures.
- Network security standards and protocols.
- Cable and wiring standards.
- Standard business support software, Microsoft Office, Microsoft Outlook.
- Federal, state and local laws/codes and regulations pertaining to use of hardware and software.
- Internet/intranet technologies and techniques, including network email.
- SQL databases.
- Project management tools and techniques.

#### **Skill in:**

- Capacity planning and monitoring within VMware infrastructure.
- Critical thinking, analyzing complex problems, evaluating alternatives and making sound recommendations or taking prudent actions.
- Configuring, maintaining, managing and tuning the operations of complex operating and network systems to achieve optimal technical performance and user support.
- Troubleshooting intricate system hardware, software, and network connectivity problems and make or recommend modifications.
- Installing and configuring all types of network/computer hardware, peripheral equipment and devices, or other technology.
- Preparing clear, concise, and accurate documentation, policies, work reports, and other written materials.
- Communicating to establish and maintain professional effective customer focused working relationships with manager, customers, vendors, consultants, employees and others.



**Ability to:**

- Learn and understand complex principles and techniques.
- Understand and apply technology principles to evaluate, operate, troubleshoot complex systems hardware, software, or other problems and make repairs or recommend actions to solve or prevent problems.
- Remain focused and decisive in stressful situations using sound judgement and perform tasks with a high degree of accuracy, attention to detail, and function in a fast-paced work environment with deadlines and multiple projects.
- Work independently or collaboratively in a team environment with limited instruction/supervision.
- Make sound, independent judgements within established guidelines.
- Research information and organize data in a meaningful way to facilitate problem solving and decision making.
- Represent TAA effectively in meetings on a variety of technology issues.
- Maintain a discreet and professional sense of confidentiality. Understand that dissemination of information outside of the job requirements is based on “need-to-know”.
- Perform tasks with a full range of bodily movements, including lifting (up to 50 pounds), pushing, standing (for periods of two to three hours at a time), walking, reaching bending, kneeling, twisting, and crawling.
- Perform work in a confined space that may require regular and prolonged bending, working on irregular surfaces, and pulling/pushing job related material or equipment.
- Climb and work while on a ladder.
- Hear with both ears and communicate using the telephone, cell phone, or radio with sufficient clarity to be understood by others.
- Distinguish colors by a practical test in all lighting conditions.
- Work in a high noise environment and periodically in outdoor conditions.
- Read, write, and speak the English language in an articulate and fluent manner. Prepare clear, concise, and comprehensive technical reports and other written materials.
- Establish and maintain effective working relationships with department personnel, other TAA personnel, representatives of other agencies, the local business community and the public and airport users.
- Use Microsoft Office software, computers, and other office equipment.

**Licenses; Certificates; Special Requirements:**

- A valid Arizona Driver’s license.
- Meet and maintain the ability to drive personal or airport vehicles and obtain authorization to access the non-movement areas on the AOA (Air Operations Area).
- Successfully complete the National Incident Management System (NIMS) 100, 200, 700, and 800 course requirements and certification within the first year.
- Preferred certifications include Microsoft Certified Professional (MCP) or Microsoft Certified Systems Engineer (MCSE); Cisco certifications (Certified Network Professional, Network Associate, Design Professional, or Routing

and Switching); CompTIA Network+, Security+ or CSA+; other technical certifications for network security, VMware, firewall, or wide-area networks may be considered.

- As an employee, you are deemed to be essential personnel as part of TAA's emergency response, and must respond to airport incidents as requested/required.
- Must obtain and maintain access to the Secure Identification Display Area (SIDA).