

**PANAMA CITY-BAY COUNTY AIRPORT AND INDUSTRIAL DISTRICT
NORTHWEST FLORIDA BEACHES INTERNATIONAL AIRPORT**

JOB DESCRIPTION

CLASSIFICATION: Information Technology Manager

DEPARTMENT: Operations

SUPERVISOR: Deputy Executive Director

EFFECTIVE DATE: October 1, 2024

PAY LEVEL: 114 (\$73,202.10 - \$131,763.78)

PAY CLASSIFICATION: Exempt

DEFINITION: The IT Manager is responsible for managing the Airport's IT infrastructure, network components and ensuring cybersecurity risks are mitigated. This position supervises IT staff and has overall responsibility for ensuring District's IT assets work reliably to meet business needs. This position is required to supervise and/or perform end user and network support at all levels for a complex airport environment, perform LAN administration and setup of network hardware (PC, printers, servers, routers and other network infrastructure equipment), systems software and hardware maintenance and problem documentation, project planning and implementation, technical research pertaining to hardware and software with ability to make recommendations to senior management as needed for various projects. Performs other duties as assigned.

EXAMPLES OF DUTIES: The following duties are typical for this position. The Manager may not perform all the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Manages the IT Department to ensure the District's IT infrastructure is maintained in working order, and IT staff is available to maintain 24/7 operations of the Airport. Serves as technical professional by overseeing a variety of moderately complex analytical and technical assignments; provides subject matter expertise and advice for assigned technology and infrastructure systems; plans, manages, and implements infrastructure projects and upgrades; and assists in the design and documentation of infrastructure processes, procedures, and standards.

2. Ensures availability of infrastructure services by implementing, monitoring, and supporting servers, storage, telephony and other services and infrastructure software platforms including but not limited to server client operating systems, reporting platforms, messaging and database services, network configuration, web proxies and other software-based systems.
3. Facilitates management of future problems by preparing clear and concise documentation; maintaining appropriate records of time spent, actions taken, and item status; assisting in designing and documenting infrastructure processes, procedures, and standards; maintains and prepares system and software documentation; provides training or arranges for vendor training for system users.
4. Procures necessary hardware, software and IT Services in compliance with District Purchasing Policies as required for efficient operation of District networked systems and develops plans for maintenance, reallocation, and disposal of such equipment in a cost-effective manner.
5. Manages the District's cybersecurity risk profile and ensure that cybersecurity risks are appropriately mitigated. Ensure District staff are appropriately trained in cybersecurity policies and best practices.
6. Maintains Microsoft, Adobe, and other software licensing programs to ensure operations are continuously operational.
7. Ensures system patches, updates, backups, and other necessary processes are effectively implemented and operational.
8. Maintains inventory of IT equipment, network-wide hardware and cabling diagrams.
9. Performs all other duties as assigned and directed.
10. Adheres to all District policies and departmental guidelines.

QUALIFICATIONS: Bachelor's degree Information Technology or a related field. Five years of technology experience supporting IT infrastructure including networks, security, and hardware; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. MCP, MCSE, CNA, CNE, A+ certifications may be substituted for education or experience and highly desirable.

PHYSICAL REQUIREMENTS: While performing the duties of this job the employee is always lifting/carrying up to 5 pounds, frequently lifting/carrying up to 25 pounds and rarely lifting/carrying up to 50 pounds. Also, the employee is always pushing/pulling up to 10 pounds, frequently pushing/pulling up to 20 pounds, occasionally pushing/pulling up to 50 pounds and

rarely pushing/pulling up to 100 pounds. The noise level is rarely loud and occasionally very loud. Work includes sensory ability to talk, hear, smell and touch. Work in this position also includes close vision, distance vision, peripheral vision and depth perception. Employees will sit, stand, walk, run, stoop, kneel, crouch, crawl, reach, grasp, climb and balance. Position requires hand/finger dexterity.

MISCELLANEOUS REQUIREMENTS: Must pass pre-employment drug testing as well as periodic testing in accordance with Airport Policy; must pass a 10-year, fingerprint-based, criminal history records check as required by the Transportation Security Administration.