Department	Job Title	Grade Name	Annual Salary
Air Service Development	131002.Business and Market Intelligence Manager	E4	$94,000.08
Air Service Development	131003.Air Service Development Manager	E4	$93,421.80
Air Service Development	131004.Executive Assistant	E1	$48,200.00 - $100,200.00
Airport Concessions	321008.Concession Compliance Specialist	E3	$65,499.96
Airport Concessions	321011.Business Analyst-Parking	E3	$72,720.00
Airport Concessions	321005.Senior Manager, Airport Concessions	E5	$135,449.28
Airport Concessions	321002.Director, Commercial Parking & Ground Transportation	E6	$150,578.04
Airport Concessions	321006.Senior Manager, Airport Concessions	E5	$128,450.52
Airport Concessions	321001.Vice President, Concessions & Commercial Parking	E8	$224,746.68
Airport Concessions	321007.Concessions Contract Manager	E4	$99,493.08
Airport Concessions	321004.Commercial Parking and Ground Transportation Manager	E4	$80,000.04
Airport Concessions	321009.Senior Administrative Assistant	NE6	$62,854.80
Airport Concessions	321003.Director, Airport Concessions	E6	$140,132.64
Chief Executive Officer	111002.Senior Executive Administrative Assistant to CEO	E2	$92,000.04
Chief Executive Officer	191000.Executive Vice President, Finance and Procurement	E9	$306,592.08
Chief Executive Officer	241000.Executive Vice President, Facilities & Maintenance	E9	$306,401.40
Chief Executive Officer	111001.Chief Executive Officer	CE	$508,830.60
Chief Executive Officer	131000.Executive Vice President Marketing & Communications	E9	$308,201.64
Chief Executive Officer	151000.Executive Vice President HR, IT & General Counsel	E9	$312,936.00
Chief Executive Officer	211000.Executive Vice President Operations & Customer Service	E9	$308,048.04
Ethics, Compliance & Diversity	531002.Senior Manager, Business Diversity	E5	$115,668.96
Ethics, Compliance & Diversity	531003.DBE Program Specialist	E2	$81,936.84
Finance	521026.Projects Senior Business Analyst	E3	$80,000.04
Finance	521028.Grants and Projects Senior Analyst	E3	$99,611.88
Finance	521021.Senior Payroll Operations Coordinator	E1	$70,017.96
Finance	521008.Accounts Receivable and Revenue Control Finance Manager	E4	$128,637.72
Finance	521017.Senior Accountant	E3	$78,000.00
Finance	521015.Senior Accountant Accounts Receivable	E2	$80,573.04
Finance	521003.Director of Financial Planning & Analysis	E6	$158,080.20
Finance	521001.Vice President, Finance	E8	$222,602.40
Finance	521011.Payroll Operations Finance Manager	E4	$110,701.56
Finance	521020.Senior Project Payables Administrator	E1	$56,568.96
Finance	521025.Senior Accountant - Financial Analyst	E1	$67,586.16
Finance	521014.Senior Accountant Fixed Assets	E2	$70,000.08
Finance	521009.General Ledger/Accounts Payable Finance Manager	E4	$120,598.44
Finance	521007.Senior Planning Coordinator	E4	$112,606.80
Finance	521027.Budget Analyst	E3	$82,000.80
Finance	521029.Projects Control Senior Analyst	E3	$91,810.32
Finance	521030.Director of Finance Operations and Capital Programs	E6	$186,489.48
Finance	521022.Accounting Technician	NE4	$68,456.97
Finance	521031.Development Committee Manager	E3	$100,653.96
Finance	521024.Accounting Technician	NE4	$49,695.59
Finance	521004.Finance Anlayst - Treasury	E2	$72,500.04
Finance	521006.Financial Planning and Analysis Manager	E4	$99,750.00
Finance	521010.Projects and Grants Finance Manager	E4	$114,402.00
Finance	521013.Financial Analysis and Reporting Manager	E4	$120,057.60
Gen Counsel-Legal Affair	151006.Board Services Administrator	E2	$84,236.64
Gen Counsel-Legal Affair	151007.Executive Assistant	E1	$48,200.00 - $100,200.00
Gen Counsel-Legal Affair	151002.Assistant General Counsel	E8	$198,197.04
Gen Counsel-Legal Affair	151004.Assistant General Counsel	E8	$200,357.28
Gen Counsel-Legal Affair	151003.Assistant General Counsel	E8	$200,204.16
Gen Counsel-Legal Affair	151005.Senior Legal Administrator	E2	$100,572.48
General Aviation	261004.General Aviation Business & Admin Manager	E3	$73,000.08
General Aviation	261007.GA Maintenance Lead	NE3	$36,108.80 - $67,704.00
General Aviation	261012.GA Maintenance Superintendent	E1	$68,272.92

General Aviation	261001.Director of General Aviation	E6	$149,944.92
General Aviation	261002.Senior Manager General Aviation	E5	$121,105.56
General Aviation	261003.GA Maintenance Operations Manager	E3	$77,459.40
General Aviation	261008.GA Maintenance Lead	NE3	$36,108.80 - $67,704.00
General Aviation	261005.GA Maintenance Lead	NE3	$36,108.80 - $67,704.00
General Aviation	261006.GA Administrative Assistant	NE3	$62,053.68
General Aviation	261011.GA Maintenance Lead	NE3	$36,108.80 - $67,704.00
General Aviation	261009.GA Maintenance Lead	NE3	$36,108.80 - $67,704.00
General Insurance	532002.Risk and Claims Manager	E4	$90,900.00
General Insurance	532003.Risk Management Specialist	NE4	$52,965.94
General Insurance	532005.Risk Management Program Coordinator	NE5	$66,877.86
General Insurance	532004.Senior Manager, Risk and Insurance	E5	$129,621.12
Guest Services	123018.Guest Services Representative	NE2	$29,993.60 - $56,097.60
Guest Services	123014.Guest Services Representative	NE2	$29,993.60 - $56,097.60
Guest Services	123024.Guest Services Representative	NE2	$29,993.60 - $56,097.60
Guest Services	123029.Lost and Found Property Control Coordinator	NE3	$36,108.80 - $67,704.00
Guest Services	123030.Lost and Found Property Control Coordinator	NE3	$36,108.80 - $67,704.00
Guest Services	123022.Guest Services Coordinator	NE5	$53,820.00
Guest Services	123015.Guest Services Representative	NE2	$29,993.60 - $56,097.60
Guest Services	123009.Senior Guest Services Representative	NE3	$36,108.80 - $67,704.00
Guest Services	123028.Lost and Found Property Control Coordinator	NE3	$36,108.80 - $67,704.00
Guest Services	123010.Senior Guest Services Representative	NE3	$36,108.80 - $67,704.00
Guest Services	123005.Guest Services Supervisor	NE5	$43,596.60 - $81,598.40
Guest Services	123020.Guest Services Representative	NE2	$29,993.60 - $56,097.60
Guest Services	123001.Director of Guest Services	E6	$144,144.00
Guest Services	123023.Guest Services Representative	NE2	$29,993.60 - $56,097.60
Guest Services	123019.Guest Services Representative	NE2	$29,993.60 - $56,097.60
Guest Services	123007.Volunteer Services Manager	E2	$64,175.28
Guest Services	123016.Senior Guest Services Representative	NE3	$36,108.80 - $67,704.00
Guest Services	123011.Senior Guest Services Representative	NE3	$36,108.80 - $67,704.00
Guest Services	123013.Senior Guest Services Representative	NE3	$36,108.80 - $67,704.00
Guest Services	123031.Senior Lost and Found Property Control Coordinator	NE5	$43,596.60 - $81,598.40
Guest Services	123004.Guest Services Manager	E4	$76,511.76
Guest Services	123008.Guest Services Representative	NE2	$29,993.60 - $56,097.60
Guest Services	123032.Senior Lost and Found Property Control Coordinator	NE5	$43,596.60 - $81,598.40
Guest Services	123002.Senior Manager, Guest Services	E5	$101,991.60
Guest Services	123026.Senior Guest Services Representative	NE3	$36,108.80 - $67,704.00
Guest Services	123003.Guest Services Supervisor	NE5	$43,596.60 - $81,598.40
Guest Services	123033.Senior Guest Services Representative	NE3	$36,108.80 - $67,704.00
Guest Services	123027.Senior Guest Services Representative	NE3	$36,108.80 - $67,704.00
Guest Services	123021.Guest Services Representative	NE2	$29,993.60 - $56,097.60
Guest Services	123012.Guest Services Representative	NE2	$29,993.60 - $56,097.60
Human Resources	171008.Learing and Development Manager	E3	$73,012.56
Human Resources	171005.Human Resources Business Partner	E3	$78,000.00
Human Resources	171007.Compensation Manager	E3	$92,390.28
Human Resources	171006.Director of Human Resources	E6	$151,000.08
Human Resources	171002.Senior Manager Employee Relations & Talent Acquisition	E5	$141,111.36
Human Resources	171003.Senior Manager Organization Training and Development	E5	$125,880.12
Human Resources	171009.HR and Talent Management Coordinator	E3	$82,165.68
Human Resources	171001.Vice President, Human Resources and Administration	E8	$220,000.08
Human Resources	171010.Human Resources Administrative Coordinator	NE6	$56,409.60
Human Resources	171004.Senior Manager Sustainability and Wellness	E5	$129,513.72
Information Technology	533112.Senior Applications Support Analyst-Procurement	E4	$115,335.48
Information Technology	533210.ITS Support Specialist	NE6	$68,568.14
Information Technology	533226.ITS System Administrator	E2	$87,201.12
Information Technology	533106.Senior IT Business Analyst	E4	$105,650.28
Information Technology	533219.ITS Network Engineer	E3	$65,500.00 - $136,200.00

Information Technology	533109.ITS Software Development	E4	$101,185.08
Information Technology	533103.Senior IT Project Manager	E4	$76,500.00 - $158,800.00
Information Technology	533005.Senior Information Security Analyst	E4	$76,500.00 - $158,800.00
Information Technology	533230.Associate Network System Administrator	E3	$79,962.48
Information Technology	533102.Senior Manager Business Applications	E5	$143,917.44
Information Technology	533213.Lead ITS Network Engineer	E4	$118,115.04
Information Technology	533104.IT Project Manager	E3	$92,313.36
Information Technology	533002.Business Office Manager - IT	E3	$71,300.04
Information Technology	533107.Senior Manager Oracle Solutions & Product Support	E5	$132,480.00
Information Technology	533217.ITS Network Engineer	E3	$65,500.00 - $136,200.00
Information Technology	533114.ITS Applications Analyst	E2	$56,200.00 - $116,800.00
Information Technology	533225.Lead Common Use Analyst	E3	$86,486.40
Information Technology	533218.ITS Network Engineer	E3	$65,500.00 - $136,200.00
Information Technology	533110.ITS Applications Analyst	E2	$56,200.00 - $116,800.00
Information Technology	533205.Senior ITS Desktop Technician	E4	$105,902.16
Information Technology	533223.Senior ITS Systems Engineer	E3	$65,500.00 - $136,200.00
Information Technology	533222.ITS Systems Engineer	E2	$56,200.00 - $116,800.00
Information Technology	533115.ITS Applications Support Analyst	E2	$98,641.92
Information Technology	533208.Associate ITS Support Specialist	E3	$65,189.64
Information Technology	533221.Senior ITS Systems Engineer	E3	$65,500.00 - $136,200.00
Information Technology	533216.ITS Network Engineer	E3	$65,500.00 - $136,200.00
Information Technology	533111.ITS Applications Analyst	E2	$56,200.00 - $116,800.00
Information Technology	533101.Senior Manager ITS Project Management Office	E5	$153,579.00
Information Technology	533201.Senior Manager IT Infrastructure	E5	$144,553.44
Information Technology	533204.ITS Service Desk Manager	E4	$88,915.80
Information Technology	533211.Senior ITS Audio Visual Specialist	E4	$102,803.64
Information Technology	533203.Senior Manager Enterprise Service Delivery	E5	$127,714.92
Information Technology	533207.Associate ITS Desktop Technician	E2	$65,500.00 - 136,200.00
Information Technology	533108.ITS Database Administration	E2	$82,171.56
Information Technology	533006.Information Security Analyst	E3	$91,800.00
Information Technology	533004.Senior Information Security Analyst	E4	$76,500.00 - $158,800.00
Information Technology	533228.GIS Analyst	E2	$76,968.72
Information Technology	533003.Senior Manager Information Security Office	E5	$128,737.56
Information Technology	533001.Vice President Information Technology	E8	$225,210.60
Information Technology	533105.Senior IT Project Manager	E4	$76,500.00 - $158,800.00
Information Technology	533214.Senior ITS Network Engineer	E4	$103,925.52
Information Technology	533212.Associate ITS Audio Visual Specialist	E4	$86,879.52
Information Technology	533200.Director ITS Enterprise Operations & Client Services	E6	$148,997.40
Information Technology	533224.ITS Systems Engineer	E2	$56,200.00 - $116,800.00
Information Technology	533215.ITS Network Engineer	E3	$65,500.00 - $136,200.00
Information Technology	533113.ITS Applications Analyst	E3	$56,200.00 - $116,800.00
Information Technology	533229.Associate ITS Desktop Technician	E2	$65,500.00 - 136,200.00
Information Technology	533220.Lead ITS Systems Engineer	E4	$107,064.48
Information Technology	533227.GIS Manager	E4	$101,439.12
Information Technology	533202.Senior Manager Client & Field Services	E5	$135,213.24
Internal Audit	141002.Senior Internal Audit Manager	E5	$122,063.76
Internal Audit	141004.Audit Manager	E3	$114,891.60
Internal Audit	141003.Senior IT Auditor	E4	$105,837.00
Internal Audit	141006.Senior Administrative Assistant	NE5	$61,774.27
Internal Audit	141001.Director Internal Audit	E6	$155,448.48
Maintenance	241189.Multitrades Worker I-Systems	NE1	$29,993.60 - $56,097.60
Maintenance	241216.Multitrades Worker II-Building Maintenance	NE2	$29,993.60 - $56,097.60
Maintenance	241190.Multitrades Worker I-Systems	NE1	$29,993.60 - $56,097.60
Maintenance	241039.Systems Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241006.Assistant Division Manager, Building and Grounds	E3	$105,666.96
Maintenance	241124.Multitrades Worker II-Building Maintenance	NE2	$29,993.60 - $56,097.60
Maintenance	241191.Multitrades Worker I-Systems	NE1	$29,993.60 - $56,097.60

Maintenance	241084.Equipment Mechanic II	NE3	$36,108.80 - $67,704.00
Maintenance	241040.Airport Systems Engineering Technician I	NE6	$47,798.40 - $89,606.40
Maintenance	241041.Systems Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241125.Multitrades Worker II-Airfield	NE2	$29,993.60 - $56,097.60
Maintenance	241126.Multitrades Worker II-Airfield	NE2	$29,993.60 - $56,097.60
Maintenance	241210.Airport Systems Automation Technician	NE6	$47,798.40 - $89,606.40
Maintenance	241066.HVAC Maintenance Leader	NE4	$50,066.26
Maintenance	241185.Multitrades Worker II-Airfield	NE2	$29,993.60 - $56,097.60
Maintenance	241080.Administrative Assistant	NE3	$36,108.80 - $67,704.00
Maintenance	241128.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241042.Systems Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241182.Multitrades Worker II-Airfield	NE2	$29,993.60 - $56,097.60
Maintenance	241129.Multitrades Worker II-Airfield	NE2	$29,993.60 - $56,097.60
Maintenance	241130.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241087.Multitrades Worker III-Projects	NE3	$36,108.80 - $67,704.00
Maintenance	241026.Electronics Maintenance Supervisor	NE6	$74,185.01
Maintenance	241065.Fleet Maintenance Leader	NE4	$49,943.96
Maintenance	241131.Multitrades Worker II-Projects	NE2	$29,993.60 - $56,097.60
Maintenance	241088.Multitrades Worker III-Projects	NE3	$36,108.80 - $67,704.00
Maintenance	241067.Landscaping Maintenance Leader	NE4	$45,427.20
Maintenance	241132.Multitrades Worker III-Electrical	NE3	$36,108.80 - $67,704.00
Maintenance	241079.Administrative Assistant	NE3	$36,108.80 - $67,704.00
Maintenance	241089.Multitrades Worker III-HVAC	NE3	$36,108.80 - $67,704.00
Maintenance	241208.Multitrades Worker I-Systems	NE1	$29,993.60 - $56,097.60
Maintenance	241068.HVAC Maintenance Leader	NE4	$48,373.09
Maintenance	241225.Airfield Maintenance Superintendent	E1	$62,752.08
Maintenance	241122.Multitrades Worker III-Landscaping	NE3	$36,108.80 - $67,704.00
Maintenance	241031.Airport Systems Engineering Technician I	NE6	$47,798.40 - $89,606.40
Maintenance	241133.Multitrades Worker II-Projects	NE2	$29,993.60 - $56,097.60
Maintenance	241135.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241192.Multitrades Worker I-Landscaping	NE1	$29,993.60 - $56,097.60
Maintenance	241044.Systems Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241081.Administrative Assistant	NE3	$36,108.80 - $67,704.00
Maintenance	241227.Landscaping Maintenance Superintendent	E1	$64,584.00
Maintenance	241136.Multitrades Worker II-Landscaping	NE2	$29,993.60 - $56,097.60
Maintenance	241090.Multitrades Worker III-Building Maintenance	NE3	$36,108.80 - $67,704.00
Maintenance	241091.Multitrades Worker III-Electrical	NE3	$36,108.80 - $67,704.00
Maintenance	241212.Building Maintenance Superintendent	E1	$64,182.12
Maintenance	241183.Multitrades Worker II-Airfield	NE2	$29,993.60 - $56,097.60
Maintenance	241093.Multitrades Worker III-Landscaping	NE3	$36,108.80 - $67,704.00
Maintenance	241094.Multitrades Worker III-Building Maintenance	NE3	$36,108.80 - $67,704.00
Maintenance	241226.Electrical Maintenance Superintedent	E1	$68,676.60
Maintenance	241137.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241213.Refrigeration Air Conditioning Mechanic II	NE2	$29,993.60 - $56,097.60
Maintenance	241051.Airfield Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241193.Multitrades Worker I-Systems	NE1	$29,993.60 - $56,097.60
Maintenance	241004.Senior Manager, Plant and Utilities	E5	$142,771.20
Maintenance	241211.Equipment Mechanic II	NE3	$36,108.80 - $67,704.00
Maintenance	241045.Projects Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241096.Multitrades Worker III-Airfield	NE3	$36,108.80 - $67,704.00
Maintenance	241069.HVAC Maintenance Leader	NE4	$39,603.20 - $74,297.60
Maintenance	241007.Maintenance Contracts Manager	E3	$65,500.00 - $136,200.00
Maintenance	241194.Multitrades Worker I-Systems	NE1	$29,993.60 - $56,097.60
Maintenance	241219.Maintenance Supervisor-HVAC	NE3	$36,108.80 - $67,704.00
Maintenance	241012.Maintenance Contracts Manager	E3	$65,500.00 - $136,200.00
Maintenance	241046.Building Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241024.QA/QC Maintenance Inspector	NE6	$47,798.40 - $89,606.40

Maintenance	241012.Maintenance Contracts Manager	E3	$65,500.00 - $136,200.00
Maintenance	241032.Airport Systems Engineering Technician I	NE6	$47,798.40 - $89,606.40
Maintenance	241086.Automated Devices Mechanic	NE3	$36,108.80 - $67,704.00
Maintenance	241140.Multitrades Worker II-Building Maintenance	NE2	$29,993.60 - $56,097.60
Maintenance	241092.Multitrades Worker III-Building Maintenance	NE3	$36,108.80 - $67,704.00
Maintenance	241013.Maintenance Contracts Manager	E3	$65,500.00 - $136,200.00
Maintenance	241070.Systems Maintenance Leader	NE4	$39,603.20 - $74,297.60
Maintenance	241195.Multitrades Worker I-Systems	NE1	$29,993.60 - $56,097.60
Maintenance	241047.Systems Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241198.Multitrades Worker I-Landscaping	NE1	$29,993.60 - $56,097.60
Maintenance	241048.Electrical Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241003.Senior Manager, Automated Systems	E5	$149,268.24
Maintenance	241098.Multitrades Worker III-Projects	NE3	$36,108.80 - $67,704.00
Maintenance	241231.HVAC Maintenance Superintendent	E1	$63,873.24
Maintenance	241142.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241228.Systems Maintenance Superintendent	E1	$67,046.52
Maintenance	241049.Systems Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241025.QA/QC Maintenance Inspector	NE6	$47,798.40 - $89,606.40
Maintenance	241196.Multitrades Worker I-Systems	NE1	$29,993.60 - $56,097.60
Maintenance	241033.Electronics Technician III	NE6	$47,798.40 - $89,606.40
Maintenance	241099.Multitrades Worker III-Electrical	NE3	$36,108.80 - $67,704.00
Maintenance	241037.Maintenance Administrative Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241100.Multitrades Worker III-Landscaping	NE3	$36,108.80 - $67,704.00
Maintenance	241156.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241038.Maintenance Administrative Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241120.Automated Devices Mechanic Trainee	NE3	$36,108.80 - $67,704.00
Maintenance	241027.Electronics Technician III	NE6	$47,798.40 - $89,606.40
Maintenance	241143.Multitrades Worker II-Airfield	NE2	$29,993.60 - $56,097.60
Maintenance	241144.Multitrades Worker II-Airfield	NE2	$29,993.60 - $56,097.60
Maintenance	241145.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241101.Automated Devices Mechanic	NE3	$36,108.80 - $67,704.00
Maintenance	241008.Assistant Division Manager - Automated Systems	E3	$120,220.08
Maintenance	241102.Equipment Mechanic II	NE3	$36,108.80 - $67,704.00
Maintenance	241146.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241222.Multitrades Worker I-Landscaping	NE1	$29,993.60 - $56,097.60
Maintenance	241062.Electronics Technician II	NE4	$39,603.20 - $74,297.60
Maintenance	241147.Multitrades Worker II-Projects	NE2	$29,993.60 - $56,097.60
Maintenance	241199.Multitrades Worker I-Systems	NE1	$29,993.60 - $56,097.60
Maintenance	241050.Systems Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241148.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241078.HVAC Maintenance Leader	NE4	$39,603.20 - $74,297.60
Maintenance	241149.Multitrades Worker II-Landscaping	NE2	$29,993.60 - $56,097.60
Maintenance	241154.Electrician II	NE2	$29,993.60 - $56,097.60
Maintenance	241104.Multitrades Worker III-Projects	NE3	$36,108.80 - $67,704.00
Maintenance	241150.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241030.Electronics Technician III	NE6	$47,798.40 - $89,606.40
Maintenance	241009.Maintenance Manager, QA/QC	E3	$82,529.04
Maintenance	241028.Electronics Technician III	NE6	$47,798.40 - $89,606.40
Maintenance	241151.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241075.Electrical Maintenance Leader	NE4	$39,603.20 - $74,297.60
Maintenance	241105.Automated Devices Mechanic	NE3	$36,108.80 - $67,704.00
Maintenance	241153.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241106.Multitrades Worker III-Building Maintenance	NE3	$36,108.80 - $67,704.00
Maintenance	241072.HVAC Maintenance Leader	NE4	$39,603.20 - $74,297.60
Maintenance	241063.HVAC Maintenance Leader	NE4	$39,603.20 - $74,297.60
Maintenance	241155.Multitrades Worker II-Building Maintenance	NE2	$29,993.60 - $56,097.60
Maintenance	241223.Automated Devices Mechanic Trainee	NE3	$36,108.80 - $67,704.00

Maintenance	241051.Airfield Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241108.Automated Devices Mechanic	NE3	$36,108.80 - $67,704.00
Maintenance	241127.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241138.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241157.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241109.Automated Devices Mechanic	NE3	$36,108.80 - $67,704.00
Maintenance	241110.Automated Devices Mechanic	NE3	$36,108.80 - $67,704.00
Maintenance	241201.Multitrades Worker I-Systems	NE1	$29,993.60 - $56,097.60
Maintenance	241073.Electrical Maintenance Leader	NE4	$39,603.20 - $74,297.60
Maintenance	241158.Multitrades Worker II-Landscaping	NE2	$29,993.60 - $56,097.60
Maintenance	241034.Airport Systems Automation Technician	NE6	$47,798.40 - $89,606.40
Maintenance	241074.Equipment Mechanic III	NE4	$39,603.20 - $74,297.60
Maintenance	241111.Multitrades Worker III-Airfield	NE3	$36,108.80 - $67,704.00
Maintenance	241159.Multitrades Worker II-Building Maintenance	NE2	$29,993.60 - $56,097.60
Maintenance	241112.Automaded Devices Mechanic	NE3	$36,108.80 - $67,704.00
Maintenance	241197.Multitrades Worker I-Landscaping	NE1	$29,993.60 - $56,097.60
Maintenance	241160.Multitrades Worker II-Landscaping	NE2	$29,993.60 - $56,097.60
Maintenance	241113.Multitrades Worker III-Landscaping	NE3	$36,108.80 - $67,704.00
Maintenance	241161.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241162.Multitrades Worker II-Projects	NE2	$29,993.60 - $56,097.60
Maintenance	241163.Multitrades Worker II-Building Maintenance	NE2	$29,993.60 - $56,097.60
Maintenance	241214.Electrician II	NE2	$29,993.60 - $56,097.60
Maintenance	241164.Refrigeration Air Conditioning Mechanic I	NE2	$29,993.60 - $56,097.60
Maintenance	241052.Projects Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241001.Director of Maintenance	E6	$195,269.28
Maintenance	241043.Airfield Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241221.Automated Devices Mechanic	NE3	$36,108.80 - $67,704.00
Maintenance	241035.Airport Systems Engineering Technician I	NE6	$47,798.40 - $89,606.40
Maintenance	241029.Electronics Technician III	NE6	$47,798.40 - $89,606.40
Maintenance	241115.Multitrades Worker III-Electrical	NE3	$36,108.80 - $67,704.00
Maintenance	241166.Multitrades Worker II-Landscaping	NE2	$29,993.60 - $56,097.60
Maintenance	241204.Multitrades Worker I-Systems	NE1	$29,993.60 - $56,097.60
Maintenance	241082.Administrative Assistant	NE3	$36,108.80 - $67,704.00
Maintenance	241184.Multitrades Worker II-Airfield	NE2	$29,993.60 - $56,097.60
Maintenance	241205.Multitrades Worker I-Systems	NE1	$29,993.60 - $56,097.60
Maintenance	241167.Multitrades Worker II-Airfield	NE2	$29,993.60 - $56,097.60
Maintenance	241053.Airport Systems Engineering Technician I	NE6	$47,798.40 - $89,606.40
Maintenance	241121.Refrigeration Air Conditioning Mechanic III	NE3	$36,108.80 - $67,704.00
Maintenance	241002.Senior Manager, Building and Grounds	E5	$142,771.20
Maintenance	241206.Multitrades Worker I-Systems	NE1	$29,993.60 - $56,097.60
Maintenance	241168.Multitrades Worker II-Landscaping	NE2	$29,993.60 - $56,097.60
Maintenance	241083.Work Control Coordinator	NE3	$50,093.34
Maintenance	241232.Systems Operations Superintendent	E1	$70,060.32
Maintenance	241054.Building Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241203.Multitrades Worker I-Systems	NE1	$29,993.60 - $56,097.60
Maintenance	241230.Projects Maintenance Superintendent	E1	$65,602.08
Maintenance	241169.Multitrades Worker II-Building Maintenance	NE2	$29,993.60 - $56,097.60
Maintenance	241117.Automated Devices Mechanic	NE3	$36,108.80 - $67,704.00
Maintenance	241014.Systems Automation Manager	E3	$100,726.56
Maintenance	241170.Multitrades Worker II-Building Maintenance	NE2	$29,993.60 - $56,097.60
Maintenance	241036.Airport Systems Automation Technician	NE6	$47,798.40 - $89,606.40
Maintenance	241209.Multitrades Worker I-Systems	NE1	$29,993.60 - $56,097.60
Maintenance	241118.Multitrades Worker III-Projects	NE3	$36,108.80 - $67,704.00
Maintenance	241119.Multrades Worker III-Electrical	NE3	$36,108.80 - $67,704.00
Maintenance	241055.Systems Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241076.Projects Maintenance Leader	NE4	$39,603.20 - $74,297.60
Maintenance	241171.Multitrades Worker II-Airfield	NE2	$29,993.60 - $56,097.60

Maintenance	241220.Multitrades Worker II-Building Maintenance	NE2	$29,993.60 - $56,097.60
Maintenance	241172.Multitrades Worker II-Landscaping	NE2	$29,993.60 - $56,097.60
Maintenance	241077.HVAC Maintenance Leader	NE4	$39,603.20 - $74,297.60
Maintenance	241173.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241174.Multitrades Worker II-Landscaping	NE2	$29,993.60 - $56,097.60
Maintenance	241175.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241056.Landscaping Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241057.Building Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241058.Systems Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241229.Electronics Maintenance Superintendent	E1	$93,839.52
Maintenance	241176.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241059.Systems Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241064.Electronics Technician II	NE4	$39,603.20 - $74,297.60
Maintenance	241178.Multitrades Worker II-Systems	NE2	$29,993.60 - $56,097.60
Maintenance	241005.Assistant Plant Manager	E3	$106,682.88
Maintenance	241179.Multitrades Worker II-Airfield	NE2	$29,993.60 - $56,097.60
Maintenance	241060.Electrical Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241180.Multitrades Worker II-Projects	NE2	$29,993.60 - $56,097.60
Maintenance	241010.Maintenance Contracts Manager	E3	$65,500.00 - $136,200.00
Maintenance	241215.Multitrades Worker II-Landscaping	NE2	$29,993.60 - $56,097.60
Maintenance	241224.Fleet Maintenance Superintendent	E1	$64,896.00
Maintenance	241061.Landscaping Maintenance Supervisor	NE5	$43,596.60 - $81,598.40
Maintenance	241152.Multitrades Worker III-Electrical	NE3	$36,108.80 - $67,704.00
Marketing	121010.Marketing Program Specialist	E1	$65,127.00
Marketing	121009.Visual Communications Designer	E2	$77,875.92
Marketing	121005.Marketing Events Manager	E2	$87,188.64
Marketing	121002.Senior Manager, Marketing	E5	$115,383.48
Marketing	121003.Senior Manager Brand Strategy and User Experience	E5	$107,175.60
Marketing	121004.Marketing Manager	E4	$111,783.96
Marketing	121006.Marketing Manager	E2	$78,000.00
Marketing	121008.Marketing Media Producer	E2	$83,841.72
Marketing	121007.Marketing Admin Coordinator	NE5	$61,960.88
Marketing	121001.Director, Marketing	E6	$153,000.00
Media & Government Relations	181001.Director Government Affairs & Community Relations	E6	$163,280.04
Media & Government Relations	331005.Communications Manager	E3	$73,000.08
Media & Government Relations	331002.Senior Manager, Communications	E5	$125,190.00
Media & Government Relations	331004.Community Relations Coordinator	E3	$109,996.80
Media & Government Relations	331001.Vice President, Communications and Government Affairs	E8	$223,000.08
Media & Government Relations	331003.Senior Manager, Communications	E5	$95,824.56
Operations	221076.Airport Dispatcher Trainee	NE2	$29,993.60 - $56,097.60
Operations	221089.AOC Lead Dispatcher	NE5	$43,596.60 - $81,598.40
Operations	221031.Airport Operations Manager	E3	$65,500.00 - $136,200.00
Operations	221018.Airport Operations Specialist	E1	$48,200.00 - $100,200.00
Operations	221064.Airport Dispatcher, Operations	NE2	$29,993.60 - $56,097.60
Operations	222002.Senior Manager, Safety & Resilience	E5	$104,616.72
Operations	221044.Senior Manager, Airport Operations Center	E5	$113,031.96
Operations	221013.Director of Operations	E6	$150,563.76
Operations	221045.Senior Airport Dispatcher	NE4	$39,603.20 - $74,297.60
Operations	221049.Airport Dispatcher Trainee	NE2	$29,993.60 - $56,097.60
Operations	221057.Senior Airport Dispatcher	NE4	$39,603.20 - $74,297.60
Operations	221077.AOC Manager	E3	$65,500.00 - $136,200.00
Operations	221081.Senior Airport Dispatcher	NE4	$39,603.20 - $74,297.60
Operations	221026.Airport Operations Specialist	E1	$48,200.00 - $100,200.00
Operations	221032.Airport Credentials Manager	E3	$68,000.04
Operations	221088.AOC Lead Dispatcher	NE5	$43,596.60 - $81,598.40
Operations	221082.AOC Training and Compliance Manager	E4	$85,013.76
Operations	221016.Airport Operations Manager	E3	$65,500.00 - $136,200.00

Operations	221066.Airport Dispatcher, Operations	NE2	$29,993.60 - $56,097.60
Operations	221033.Airport Operations Specialist	E1	$48,200.00 - $100,200.00
Operations	221037.Airport Credentials Specialist	NE3	$36,108.80 - $67,704.00
Operations	221001.Airport Operations Support Manager	E3	$72,164.76
Operations	221021.Airport Operations Manager	E3	$65,500.00 - $136,200.00
Operations	221002.Senior Manager, Terminal Ops & Ground Transportation	E5	$103,825.44
Operations	221092.Airport Operations Manager	E3	$65,500.00 - $136,200.00
Operations	221010.Airfield Ops Training & Innovation Manager	E4	$94,815.84
Operations	221074.Airport Dispatcher, Public Safety	NE3	$36,108.80 - $67,704.00
Operations	221083.Airport Dispatcher Trainee	NE2	$29,993.60 - $56,097.60
Operations	221028.Airport Operations Compliance Manager	E4	$91,352.76
Operations	221040.Operations Access Control & Project Manager	E4	$91,642.08
Operations	221071.Airport Dispatcher, Public Safety	NE3	$36,108.80 - $67,704.00
Operations	221084.Senior Airport Dispatcher	NE4	$39,603.20 - $74,297.60
Operations	221022.Airport Operations Specialist	E1	$48,200.00 - $100,200.00
Operations	221038.Airport Credentials Specialist	NE3	$36,108.80 - $67,704.00
Operations	221036.Ground Transporation Speciallist	E1	$80,276.40
Operations	221017.Airport Operations Specialist	E1	$48,200.00 - $100,200.00
Operations	221090.AOC Lead Dispatcher	NE5	$43,596.60 - $81,598.40
Operations	221011.Airport Operations Speciaist	E1	$48,200.00 - $100,200.00
Operations	221062.Airport Dispatcher, Operations	NE2	$29,993.60 - $56,097.60
Operations	221073.Airport Dispatcher, Public Safety	NE3	$36,108.80 - $67,704.00
Operations	221078.Senior Airport Dispatcher	NE4	$39,603.20 - $74,297.60
Operations	221043.AOC Manager	E3	$65,500.00 - $136,200.00
Operations	221051.Senior Airport Dispatcher	NE4	$39,603.20 - $74,297.60
Operations	221075.Senior Airport Dispatcher	NE4	$39,603.20 - $74,297.60
Operations	221034.Airport Operations Manager	E3	$65,500.00 - $136,200.00
Operations	221015.Airport Operations Manager	E3	$65,500.00 - $136,200.00
Operations	222003.Airport Operations Program Manager	E4	$83,000.04
Operations	221039.Airport Credentials Specialist	NE3	$36,108.80 - $67,704.00
Operations	221086.AOC Lead Dispatcher	NE5	$43,596.60 - $81,598.40
Operations	221091.AOC Lead Dispatcher	NE5	$43,596.60 - $81,598.40
Operations	221024.Airport Opertions Manager	E3	$65,500.00 - $136,200.00
Operations	221046.AOC Manager	E3	$65,500.00 - $136,200.00
Operations	221047.AOC Manager	E3	$65,500.00 - $136,200.00
Operations	221042.Senior Manager, Security Compliance	E5	$109,021.08
Operations	221085.Manager, AOC Leadership & Performance	E4	$83,196.72
Operations	221041.Lead Credentials Specialist	NE5	$54,508.90
Operations	221067.Airport Dispatcher, Operations	NE2	$29,993.60 - $56,097.60
Operations	221025.Airport Operations Manager	E3	$65,500.00 - $136,200.00
Operations	221020.Airport Operations Manager	E3	$65,500.00 - $136,200.00
Operations	221019.Airport Operations Manager	E3	$65,500.00 - $136,200.00
Operations	221012.Airport Operations Manager	E3	$65,500.00 - $136,200.00
Operations	221093.Airport Dispatcher Trainee	NE2	$29,993.60 - $56,097.60
Operations	221087.AOC Lead Dispatcher	NE5	$43,596.60 - $81,598.40
Operations	221055.Senior Airport Dispatcher	NE4	$39,603.20 - $74,297.60
Operations	221072.Airport Dispatch, Public Safety	NE3	$36,108.80 - $67,704.00
Operations	221029.Airport Operations Specialist	E1	$48,200.00 - $100,200.00
Operations	221056.Senior Airport Dispatcher	NE4	$39,603.20 - $74,297.60
Operations	221014.Senior Manager Airfield Operations	E5	$111,071.28
Operations	221079.Senior Airport Dispatcher	NE4	$39,603.20 - $74,297.60
Operations	221068.Airport Dispatcher, Operations	NE2	$29,993.60 - $56,097.60
Operations & Customer Service	211001.Executive Assistant	E1	$48,200.00 - $100,200.00
Planning & Development	411014.Senior Construction Inspector	NE6	$47,798.40 - $89,606.40
Planning & Development	411019.Senior Environmental Technician	NE2	$56,223.53
Planning & Development	411017.Senior Construction Inspector	NE6	$47,798.40 - $89,606.40
Planning & Development	411002.Director of Planning & Design	E6	$200,787.12

Planning & Development	411026.BIM/CAD Manager	E3	$92,100.00
Planning & Development	411018.Senior Construction Project Manager	E4	$76,500.00.00 - $158,00.00
Planning & Development	411031.Senior Project Director	E4	$76,500.00.00 - $158,00.00
Planning & Development	411027.Construction Project Manager	E4	$107,633.88
Planning & Development	411030.Senior Project Director	E4	$76,500.00.00 - $158,00.00
Planning & Development	411008.Senior Manager, Environmental Services	E5	$137,454.60
Planning & Development	411024.Senior Project Director	E4	$76,500.00.00 - $158,00.00
Planning & Development	411005.Senior Manager, Planning and Design	E5	$89,000.00 - $185,000.00
Planning & Development	411004.Director of Construction	E6	$180,920.64
Planning & Development	411011.Height Zoning and Land Use Manager	E3	$127,252.56
Planning & Development	411003.Senior Manager, Planning and Design	E5	$89,000.00 - $185,000.00
Planning & Development	411022.Senior Construction Project Manager	E4	$76,500.00.00 - $158,00.00
Planning & Development	411009.Project Director	E5	$76,500.00.00 - $158,00.00
Planning & Development	411029.Assistant Project Manager	NE6	$85,552.27
Planning & Development	411007.Senior Manager, Facilities Development	E5	$179,511.48
Planning & Development	411006.Senior Manager, Construction	E5	$141,785.64
Planning & Development	411001.Vice President, Planning & Development	E8	$256,606.80
Planning & Development	411023.Sustainability and Resilience Program Director	E4	$118,000.08
Planning & Development	411015.Senior Construction Inspector	NE6	$47,798.40 - $89,606.40
Planning & Development	411022.Senior Construction Project Manager	E4	$76,500.00.00 - $158,00.00
Procurement	534007.Propery Control Specialist	NE4	$39,603.20 - $74,297.60
Procurement	534009.Procurement Coordinator	NE5	$53,213.33
Procurement	534011.Senior Manager, Non-Capital Programs	E5	$124,488.00
Procurement	534004.Senior Property Control Specialist	NE6	$47,798.40 - $89,606.40
Procurement	534019.Procurement Agent	E3	$65,500.00 - $136,200.00
Procurement	534018.Business Office Manager - Procurement	E3	$70,289.76
Procurement	534021.Procurement Agent	E3	$65,500.00 - $136,200.00
Procurement	534016.Senior Procurement Agent	E3	$65,500.00 - $136,200.00
Procurement	534012.Senior Manager, Non-Capital Programs	E5	$104,839.20
Procurement	534008.Senior Procurement Coordinator	NE6	$64,790.52
Procurement	534023.Senior Procurement Agent	E3	$65,500.00 - $136,200.00
Procurement	534022.Director, Procurement Non Capital Programs	E6	$147,538.92
Procurement	534000.Vice President Procurement	E8	$227,372.40
Procurement	534014.Senior Manager, Capital Programs	E5	$114,035.88
Procurement	534010.Senior Procurement Agent	E3	$65,500.00 - $136,200.00
Procurement	534005.Senior Property Control Specialist	NE6	$47,798.40 - $89,606.40
Procurement	534015.Procurement Agent	E3	$65,500.00 - $136,200.00
Procurement	534013.Property Control Specialist	NE4	$39,603.20 - $74,297.60
Procurement	534006.Materials Management Lead	E1	$59,325.72
Procurement	534003.Director, Procurment, Capital Programs	E6	$154,177.92
Procurement	534020.Senior Procurement Agent	E3	$65,500.00 - $136,200.00
Procurement	534017.Senior Procurement Agent	E3	$65,500.00 - $136,200.00
Public Safety & Security	251120.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251135.Senior Traffic Specialist	NE3	$36,108.80 - $67,704.00
Public Safety & Security	251030.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251144.Training Coordinator, Traffic	NE6	$53,766.70
Public Safety & Security	251022.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251037.Police Lieutenant	PQ	$87,644.00 - $108,414.00
Public Safety & Security	251036.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251146.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251134.Senior Traffic Specialist	NE3	$36,108.80 - $67,704.00
Public Safety & Security	251029.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251017.Police Sergeant	PP	$70,631.00 - $95,484.00
Public Safety & Security	251081.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251131.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251094.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251124.Traffic Specialist	NE2	$29,993.60 - $56,097.60

Public Safety & Security	251126.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251096.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251024.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251112.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251127.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251065.Police Sergeant	PP	$70,631.00 - $95,484.00
Public Safety & Security	251074.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251129.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251091.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251019.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251090.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251049.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251064.Police Sergeant	PP	$70,631.00 - $95,484.00
Public Safety & Security	251114.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251080.Police Corporal	PN	$67,595 - $84,761.00
Public Safety & Security	251068.Police Corporal	PN	$67,595 - $84,761.00
Public Safety & Security	251045.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251150.Traffic Supervisor	NE5	$56,286.46
Public Safety & Security	251069.Police Sergeant	PP	$70,631.00 - $95,484.00
Public Safety & Security	251039.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251123.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251056.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251050.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251098.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251070.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251084.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251139.Senior Traffic Specialist	NE3	$36,108.80 - $67,704.00
Public Safety & Security	251026.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251132.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251128.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251102.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251018.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251044.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251082.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251093.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251063.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251116.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251122.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251041.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251005.Administrative Assistant I	NE3	$36,108.80 - $67,704.00
Public Safety & Security	251048.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251058.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251002.Public Safety Administration Manager	E3	$80,338.08
Public Safety & Security	251111.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251006.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251013.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251086.Police Corporal	PN	$67,595 - $84,761.00
Public Safety & Security	251012.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251100.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251140.Traffic Supervisor	NE5	$50,888.85
Public Safety & Security	251052.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251117.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251054.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251004.Administrative Assistant I	NE3	$36,108.80 - $67,704.00
Public Safety & Security	251053.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251103.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251032.Police Officer	PL	$47,131.00 - $77,903.00

Public Safety & Security	251105.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251055.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251061.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251113.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251130.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251141.Traffic Supervisor	NE5	$53,386.05
Public Safety & Security	251106.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251033.Police Lieutenant	PQ	$87,644.00 - $108,414.00
Public Safety & Security	251040.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251075.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251143.Traffic Supervisor	NE5	$49,040.47
Public Safety & Security	251101.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251076.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251025.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251042.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251028.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251115.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251066.Police Sergeant	PP	$70,631.00 - $95,484.00
Public Safety & Security	251016.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251015.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251121.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251014.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251072.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251023.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251087.Senior Manager, Traffic	E5	$116,330.88
Public Safety & Security	251092.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251059.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251138.Senior Traffic Specialist	NE3	$36,108.80 - $67,704.00
Public Safety & Security	251119.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251003.Public Safety Compliance Manager	E3	$80,181.96
Public Safety & Security	251031.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251060.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251136.Senior Traffic Specialist	NE3	$36,108.80 - $67,704.00
Public Safety & Security	251079.Police Lieutenant	PQ	$87,644.00 - $108,414.00
Public Safety & Security	251104.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251046.Police Corporal	PN	$67,595 - $84,761.00
Public Safety & Security	251034.Police Lieutenant	PQ	$87,644.00 - $108,414.00
Public Safety & Security	251071.Police Corporal	PN	$67,595 - $84,761.00
Public Safety & Security	251145.Traffic Operations Manager	E3	$68,119.92
Public Safety & Security	251021.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251151.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251009.Senior Administrative Assistant	NE6	$58,703.50
Public Safety & Security	251089.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251118.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251083.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251107.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251085.Police Lieutenant	PQ	$87,644.00 - $108,414.00
Public Safety & Security	251078.Police Sergeant	PP	$70,631.00 - $95,484.00
Public Safety & Security	251047.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251077.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251020.Police Captain	E5	$89,000.00 - $185,000.00
Public Safety & Security	251148.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251051.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251001.Director of Public Safety & Security	E6	$172,623.36
Public Safety & Security	251062.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251073.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251057.Police Officer	PL	$47,131.00 - $77,903.00

Public Safety & Security	251035.Police Captain	E5	$89,000.00 - $185,000.00
Public Safety & Security	251109.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251125.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251110.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251067.Police Corporal	PN	$67,595 - $84,761.00
Public Safety & Security	251099.Traffic Specialist	NE2	$29,993.60 - $56,097.60
Public Safety & Security	251038.Police Officer	PL	$47,131.00 - $77,903.00
Public Safety & Security	251137.Senior Traffic Specialist	NE3	$36,108.80 - $67,704.00
Real Estate	311006.Real Estate Project Manager	E2	$91,138.32
Real Estate	311008.Senior Real Estate Project Manager	E4	$92,671.32
Real Estate	311003.Director of Commercial Real Estate	E6	$189,601.80
Real Estate	311005.Real Estate Project Manager	E4	$135,609.96
Real Estate	311001.Real Estate Specialist	E1	$71,977.32
Real Estate	311009.Senior Business Analyst	E2	$82,241.40
Real Estate	311010.Real Estate Project Manager	E2	$75,238.80
Real Estate	311007.Real Estate Program Coordinator	NE5	$51,272.00
Real Estate	311004.Director, Airline Properties and Contracts	E6	$150,000.00
Real Estate	311002.Vice President, Real Estate	E8	$221,127.96
Records and Information	173004.Records and Information Technician	NE3	$58,165.14
Records and Information	173002.Records and Information Administrator	E1	$62,113.32
Records and Information	173001.Records and Information Manager	E4	$93,657.24
Records and Information	173003.Records and Information Coordinator	NE6	$55,919.28

POSITION OVERVIEW

Reporting to the Director of Research & Air Service Development, this leader manages efforts aimed at attracting airlines and air cargo carriers to Tampa Bay, as well as increasing flights and capacity levels in existing domestic and international markets. Manages relations with air carrier network planning contacts, including ensuring timely response to inquiries, preparation of analytic assessments on behalf of air service efforts, and the delivery of time sensitive reports to airline representatives. Manages development and delivery of reports for regularly scheduled network planning conferences, as well as ad hoc meetings. Manages consultant relationships, including communicating project specifications and expectations. Manages day-to-day operation of air service incentive program (ASIP), including documentation and communication with airlines and community partners.

POSITION ACCOUNTIBILITIES

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.*

- Reporting to the Director of Research & Air Service Development, manages the implementation and execution of the strategy to attract airlines to TPA and increase flights in domestic and international markets.
- Performs sophisticated statistical analysis of primary and secondary data sources to synthesize data into comprehensive situational awareness, and an actionable plan.
- Responsible for implementation of Airport's Air Service Incentive Program (ASIP)
- Assists Marketing and other Authority departments on an as needed basis.
- Manages work assignments and ensures the accuracy and adequacy of technical work.
- Collects, organizes, and analyzes research data and develops logical conclusions
- Develops, manages and delivers world-class multi-media presentations and written reports of research results, findings, and recommendations.
- Participates in the quantity and quality control of air service contractors to ensure that services received are of high quality and good value.
- Monitors air service consultants to ensure that project schedules are met.
- Attends events and meetings with community stakeholders relevant to Airport's air service and economic development strategies
- Supports Marketing staff with research needs.
- Stays current on all news relevant to air service development and the financial and operating performance of domestic and international air carriers.
- Assists in preparing budget requests and administering approved budget.
- Generates innovative solutions in work situations and examines all possibilities before making final decision.

MINIMUM QUALIFICATIONS

Master's degree with demonstrated coursework in statistics or data science, and one-three years of experience in airline network planning, air service development or another industry heavily dependent upon data analytics/insights **OR** Bachelor's degree with demonstrated coursework in statistics or data science and four or more years of experience in airline network planning, air service development or another industry heavily dependent upon data analytics/insights.

Department:	Air Service Development
Pos. No:	15671
Pay Grade:	E4: $76,500-$158,000 – **Exempt**
Last update:	8/2018 –Compensation

JOB SPECIFIC COMPENTENCIES

- Experience in an airline network planning, air service development or a position with demonstrated history of translating data into strategic recommendations and insights.
- Knowledge of quantitative modeling or statistical analysis techniques.
- Thorough knowledge of the principles and practices of project management.
- Ability to prepare and present detailed information to management and clients.
- Ability to establish and maintain effective working relationships, both inside and outside the organization.
- Ability to communicate effectively, both orally and in writing.
- Ability to manage specialized work.
- Ability to use substantial reasoning and problem-solving techniques.
- Preference for candidates with foreign language fluency.

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.

Tampa International Airport

Position Title: *Director, Research and Air Service Development*

POSITION OVERVIEW

Under the general direction of the Executive Vice President of Marketing, directs the execution of strategic and tactical plans to support and increase flights to existing domestic and international markets and attract prospective new airlines and destinations. Provides key leadership for the Airport by developing and exploring real-time business analytics and consumer data to inform short and long-range strategies and strategic initiatives that support all areas of the Airport business.

POSITION ACCOUNTIBILITIES

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. Reports on a regular basis on traffic trends globally and domestically. Develops and presents business case presentations to airline staff. Plans and tracks all Air Service Development sales calls
- Represents TPA at airline and industry meetings and trade shows related to Air Service.
- Leads the implementation of TPA's Air Service Incentive Program (ASIP).
- Develops market research to understand demographic and psychographic trends to inform business plans and initiatives.
- Mobilizes research to support Concessions, Parking, Planning & Development, Marketing and other departments to understand internal and external preferences and consumer sentiments by using qualitative and quantitative analysis tools.
- Develops periodic short and long term forecasts for the enterprise budget as well as planning support.
- Directs the preparation of budget requests and business plans and administers approved departmental budget. Directs and oversees contract consulting firms and authorizes expenditures.
- Interviews, selects, supervises, develops, and counsels subordinates in accordance with established policies.
- Develops and maintains survey databases on TPA airport customers, customer needs, and customer satisfaction.
- Coordinates Board approval process for Research and Air Service-related policy changes and contracts for services.
- Develops and manages Customer Relationship Management Systems.
- 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 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 TPA carriers.
- Fundamentals of Airport business operations and related Federal regulations.
- General principles of effective graphic design.
- Aviation regulatory affairs and airport airline use agreements.
- Strong working knowledge of airline route analysis tools (e.g. Diio, Sabre ADI, ARC, OAG)
- International travel and protocol
- Multi-lingual preferred

Ability to:

- Effectively lead teams of direct reports, related departments, and external partners.
- Track and analyze data and prepare presentations using a personal computer, including word processing, spreadsheet, database, and presentation software.
- Analyze a variety of demographic, psychographic, and travel propensity data.
- 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 Airport's 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 tight deadlines and coordinate several concurrent assignments.
- Travel, sometimes extensively, 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: *Manager, Business & Market Intelligence*

POSITION OVERVIEW

Reporting to the Director of Research & Air Service Development, provides data driven insights in support of the Airport's marketing strategies, air service development efforts and general strategic objectives. This position serves both as an internal consultative role working heavily with senior business leaders throughout the organization as well as an external role working with customers and community stakeholders to develop real-time actionable market intelligence. Position is responsible for ongoing management of the Airport's survey research programs, and oversees business intelligence efforts leveraging existing tools. Research tasks include both ongoing and ad hoc requests, and include both quantitative and qualitative projects.

POSITION ACCOUNTABILITIES

Note: The following job description is not intended to be, nor should it be construed as an all-inclusive list of responsibilities associated with this position. The duties listed are illustrative, not exhaustive and any 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. Management may require incumbents to perform job duties other than those contained in this document at any time.

- Develops and conducts market research in support of the Airport Strategic Business Plan; monitors, collects and analyzes market intelligence data; evaluates the dynamics of markets and competitors to devise effective business strategies.
- Performs statistical analyses of primary and secondary data sources, and synthesizes data into easily interpretable strategic recommendations.
- Manages work assignments and ensures the accuracy and adequacy of technical work.
- Develops, manages and presents world-class multi-media presentations and written reports of research results, findings, and recommendations.
- Maintains and organizes all research data files and reports.
- Responsible for the quantity and quality control of research contractors to ensure that services received are of high quality and good value.
- Manages research contractors to ensure that project schedules are met.
- Supports Marketing staff with research and other needs.
- Maintains situational awareness of news relevant to TPA and the Tampa Bay market.
- Develops research methodologies; ensures the soundness of principles used in developing new marketing strategies to address current and emerging business needs.
- Provides direct analytical support to individual business units within the Airport.
- Generates innovative solutions in work situations and examines all possibilities before making final decision.
- Attends events and meetings with community stakeholders & professional associations in support of the Authority's strategic objectives.
- Prepares the Department's budget request and administers *the approved budget.*
- *Interviews, selects, supervises, develops, and counsels subordinates in accordance with established policies*

MINIMUM QUALIFICATIONS

The minimum qualifications required to perform successfully in this position Bachelor's degree in Business Management, Business Administration or major where coursework included statistics and/or quantitative research methods, and experience conducting formal research in a business or academic environment.

Department:	Air Service Development
Pos. No:	E4 $76,500 - $185,000
Pay Grade:	
Last update:	07/222020 Talent Acquisition

PREFERENCES

- Qualified candidate must be inquisitive, introspective, wanting to understand the "why" behind numbers
- Must be able to work independently under tight deadlines and quick turnarounds with minimal supervision and direction
- Must have extensive experience in data mining and ability to tell a compelling story with numbers
- Basic or greater level of experience using business intelligence software
- Experience working with relational database programs
- Experience working with online survey programs
- Advanced level knowledge of Microsoft Excel
- Experience working with a statistical analysis software program
- Evidence of research authorship or assistance in a business or academic setting

JOB SPECIFIC COMPETENCIES

- Deep curiosity and evidence of completing independent research in either a business or academic environment.
- Knowledge of basic statistical measurement techniques.
- Advanced experience with Excel data files
- Ability to prepare and present detailed information to management and clients.
- Ability to manage multiple resources and projects to achieve successful results.
- Ability to establish and maintain effective working relationships, both inside and outside the organization.
- Ability to communicate effectively, both orally and in writing.
- Ability to direct specialized work.
- Ability to use substantial reasoning and problem-solving techniques.
- Ability to perform duties beyond the principal accountabilities listed as needed.
- *Domestic and International travel, when necessary, in support of the Authority's Strategic Business Plan*

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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.

Tampa International Airport

Position Title: *Senior Business Analyst*

POSITION OVERVIEW

Reporting to the Director of Research & Air Service Development, provides data driven insights in support of the Airport's marketing strategies, air service development efforts and general strategic objectives. This position will serve an internal consultative role working heavily, under direct management, with senior business leaders throughout the organization. Position will attend to ongoing management of the Airport's survey research programs, as well as overseeing business intelligence efforts leveraging existing tools. Research tasks will include both ongoing and ad hoc requests, and will include both quantitative and qualitative projects.

POSITION ACCOUNTABILITIES

Note: The following job description is not intended to be, nor should it be construed as an all-inclusive list of responsibilities associated with this position. The duties listed are illustrative, not exhaustive and any 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. Management may require incumbents to perform job duties other than those contained in this document at any time.

- Assists in the development of market research in support of the Airport Strategic Business Plan; monitors, collects and analyzes market intelligence data; evaluates the dynamics of markets and competitors to devise effective marketing strategies.
- Performs statistical analyses of primary and secondary data sources to synthesize data into easily interpretable strategic recommendations.
- Manages work assignments and ensures the accuracy and adequacy of technical work.
- Collects, organizes, and analyzes research data and develops logical conclusions.
- Develops, manages and delivers world-class multi-media presentations and written reports of research results, findings, and recommendations.
- Maintains and organizes all research data files and reports.
- Participates in the quantity and quality control of research contractors to ensure that services received are of high quality and good value.
- Monitors research contractors to ensure that project schedules are met.
- Supports Marketing staff with research and other needs.
- Stays current on all news relevant to TPA Airport Marketing.
- Assists with the development of research methodologies; ensures the soundness of principles used in developing new marketing strategies to address current and emerging business needs.
- Provides direct analytical/marketing support to individual business units within the Airport.
- Generates innovative solutions in work situations and examines all possibilities before making final decision.

MINIMUM QUALIFICATIONS

The minimum qualifications required to perform successfully in this position are verifiable collegiate level coursework in statistics and/or quantitative research methods, and experience conducting formal research in a business or academic environment.

Department:	Air Service Development
Pos. No:	WID
Pay Grade:	E3 ($65,500 -$136,200)
Last update:	06/2020 Compensation

PREFERENCES

- Qualified candidate must be inquisitive, introspective, wanting to understand the "why" behind numbers
- Must be able to work independently under tight deadlines/quick turnarounds with minimal supervision and direction
- Must have extensive experience in data mining and being able to "tell a story" with numbers
- Basic or greater level of experience using Tableau business intelligence software
- Experience working with relational database programs
- Experience working with online survey programs
- Advanced level knowledge of Microsoft Excel
- Experience working with a statistical analysis software program
- Evidence of research authorship or assistance in a business or academic setting

JOB SPECIFIC COMPETENCIES

- Deep curiosity and evidence of completing independent research in either a business or academic environment.
- Strong interest in a career in market research.
- Knowledge of basic statistical measurement techniques.
- Experience working with Excel based data files
- Ability to prepare and present detailed information to management and clients.
- Ability to manage multiple resources and projects to achieve successful results.
- Ability to establish and maintain effective working relationships, both inside and outside the organization.
- Ability to communicate effectively, both orally and in writing.
- Ability to direct specialized work.
- Ability to use substantial reasoning and problem-solving techniques.
- Ability to perform duties beyond the principal accountabilities listed as needed.

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Tampa International Airport

Position Title: Parking Analyst

POSITION OVERVIEW

Under general direction of the VP of Concessions and the Director of Commercial Parking, the incumbent will perform regular analyses of parking and other related data sources to help inform decision making, optimize revenue and increase customer service. Duties involve working with numerous data sources and interpreting these data sources in order to provide insight into the parking business and related areas. Working across departments and with other stakeholders, the ideal candidate will be working with numerous systems and will have the skill set to manipulate the different data sets and provide accurate, timely and concise reports.

POSITION ACCOUNTABILITIES

Note: The following job description is not intended to be, nor should it be construed as an all-inclusive list of responsibilities associated with this position. The duties listed are illustrative, not exhaustive and any 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. Management may require incumbents to perform job duties other than those contained in this document at any time.

- Provide and present analysis and reports on parking financial performance, product performance and future plans to senior management.
- Undertake regular variance and trend analyses
- Mine data to recommend changes to parking pricing or offers
- Study the change in behavior of passengers due to the implementation of new products, features, pricing, marketing etc.
- Assist in customer research programs and the process of decision making based on the findings
- Interpret various sources of data and convert findings into reports, ideas and recommendations
- Work with other departments to ensure compliance with parking revenue control and audit processes.
- Provide reliable and accurate analysis to inform decision making
- Produce new and perceptive reports from the Business Intelligence System
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and

Three years of experience in the areas of analysis of data, presentation of findings and provision of recommendations

Or

Any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

PREFERENCES

- Qualified candidate must be inquisitive, introspective, wanting to understand the “why” behind numbers
- Must be able to work independently under tight deadlines/quick turnarounds with minimal supervision and direction
- Must have extensive experience in data mining and being able to “tell a story” with numbers
- Must be considered a subject matter expert (SME) in Excel performing complex functions
- Preferred candidate would have experience in doing an in depth financial analysis

Department:	Airport Concessions
Pos. No:	TBD
Pay Grade:	E2 ($56,200-$116,800)
Last update:	08/2018 Compensation

JOB SPECIFIC COMPETENCIES

- Considerable knowledge of analysis and research techniques, methods and procedures.
- Considerable knowledge of key performance indicators and metrics.
- Considerable knowledge of analytical & financial principles, practices and procedures.
- Considerable knowledge of English spelling, grammar and punctuation.
- Skill in conducting independent studies and analyses
- Ability to work independently and analyze, interpret and accurately summarize complex processes and detailed information.
- Ability to produce strategic plans that are in line with Authority objectives
- Ability to create, manage, forecast, and analyze budgets.
- Ability to use considerable initiative and exercise sound judgment in making conclusive recommendations based on business needs.
- Ability to communicate effectively both orally and in writing and facilitate the open exchange of ideas and information.
- Ability to interpret large amounts data and report findings succinctly
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Skill in presenting reports defining project progress, problems and solutions.
- Ability to work effectively with others.
- Ability to set priorities, meet deadlines and multi-task.
- Ability to use a computer and related software.

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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 OVERVIEW

Reporting to the Senior Manager, Airport Concessions, the Authority is seeking a qualified individual to assist in the day to day management of the public parking, rental car, and employee bus operations. The Commercial Parking and Ground Transportation Manager is involved in almost every aspect of the division and will be responsible for a wide and diverse range of assignments. The Commercial Parking and Ground Transportation Manager is responsible for assisting in creating and enforcing selected policies and procedures as promulgated by the Ground Transportation Operations Manual and Authority policies, standard procedures, and operating directives.

The Commercial Parking and Ground Transportation Manager assists the Senior Manager, Airport Concessions in preparing the annual budget for the division and prepares reports related to the parking revenue control system, parking trends, capacity and usage, employee productivity, and other related reports as required by the Senior Manager, Airport Concessions. Ensures all related facilities and operations are fully staffed, clean, and safe, at all times and that tenants are in compliance with their agreements.

Leadership Qualities Required:

- Strong leadership, team-building and consensus-building skills required.
- Problem solver, accountable and decisive with an ability to execute plans that are operationally sound.
- Visible, enthusiastic, and a high energy level.
- Strong interpersonal, oral and written communication skills.
- Exceptional eye for detail and high operational standards.

There are no direct reports that come to this position.

POSITION ACCOUNTIBILITIES

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.

- Manages and monitors the day to day parking operation, rental car operation, employee shuttle operation, and the AVI (Automated Vehicle Identification) program, and is the Commercial Parking and Ground Transportation first point of contact.
- Assists in managing the agreements for rental cars, employee shuttle, and parking, with a particular focus on compliance and standards.
- Assists in preparing the annual fiscal year operating budget and is accountable for monitoring and achieving the expense budget in the employee shuttle and parking operation.
- Makes recommendations for operational improvements and efficiencies.
- Works closely with the parking operator, outside agencies and other tenants and internal teams for inspections of all parking and ground transportation facilities and equipment for cleanliness, safety hazards, preventative maintenance, and any other work required.
- Produces, obtains, and maintains all operational daily, weekly, monthly, and annual reports as required by the Senior Manager, Airport Concessions. This includes, but is not limited to, financial reports, expense reports,

bussing, Parking and Revenue Control System (PARCS), AVI, and other parking and ground transport related reports. It is expected that the Manager, Commercial Parking and Ground Transportation will obtain a working knowledge of these reports.

- Collaborates with other Authority departments, in particular Terminal and Ground Transportation, Operations, and Procurement as needed and maintains excellent relationships.
- Works closely with the Risk Management Department regarding damage claims and/or personal injury reports.
- Handles customer service inquiries and/or complaints related to airport parking and ground transportation including responding to customer service emails and inquiries in a timely manner. This also includes reviews of refund requests to ensure requests meet response guidelines.
- Resolves internal requests, questions, and complaints frequently requiring analysis of situations to determine the best use of resources and proposing corrective actions.
- Position may require working alternate schedules on an as needed basis to support the operation such as nights, weekends, and holidays. Must be available for calls 24/7 including weekends and holidays.
- Performs related work and any other duties as required.

MINIMUM QUALIFICATIONS

The qualifications to perform successfully in this position are a Bachelor's Degree from an accredited college or university or equivalent experience. The incumbent should possess exceptional leadership, communication and presentation skills. Successful candidate should possess an understanding of airport parking facility operations and ground transportation operations, federal, state and local rules and regulations affecting such operations, and business principles and practices as they relate to management of parking and ground transportation agreements and facilities. The incumbent should have a minimum of three years of progressively responsible experience at a medium or large-hub airport, preferably in public parking and ground transportation or operations fields, or have experience in compliance and agreement management. Must possess a current Florida Driver's License.

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Tampa International Airport

Position Title: Concessions Compliance Specialist

POSITION OVERVIEW

Reporting to the Senior Manager of Concessions, this position is responsible for assessing Concessionaires' and Service Providers' compliance as specified in Lease and Concessions contracts, and the Concessions Handbook. This includes but is not limited to walking Concessions program daily to ensure operational compliance, collecting and reviewing required Concessionaire submittals and reports, conducting biannual Performance Audits of Concessionaires' premises, monitoring the CRDC / Logistics Manager, working with other Airport departments in delivering Concessions Services to Concessionaires', and working with external regulatory departments. The Compliance Specialist is also expected to continually analyze Airport Concessions operations and procedures, making recommendations to improve overall performance as well as produce reports on required repairs or upgrades, manage internal and/or external secret shopper programs to ensure the quality of customer service in food and beverage, retail, and rental car establishments, ensure adherence to hours of operation through a rotating schedule, and serve as a central point of contact for customer complaints to ensure proper follow up by management.

POSITION ACCOUNTIBILITIES

Note: The following job description is not intended to be, nor should it be construed as an all-inclusive list of responsibilities associated with this position. The duties listed are illustrative, not exhaustive and any 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. Management may require incumbents to perform job duties other than those contained in this document at any time.

- Performs daily onsite Concessions monitoring to ensure quality standards are met and issues are resolved in a timely manner.
- Review and administer complex contracts and establishes a plan to review and verify Concessionaire compliance with contract provisions such as rental payments, insurance, financial bonds, pricing policy, store standards, and other contractual provisions as needed.
- Communicates in writing and orally with Concessionaires concerning contract compliance, operations and customer service issues.
- Captures and analyzes contract activity data used to prepare a variety of reports for management.
- Works with managers to improve Concessions Services provided to concessionaires.
- Coordinates work within the department as well as other internal and external departments to ensure mutual efforts toward compliance.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position include a Bachelor's degree in Business Administration, Hospitality, Finance, or other related field and two to five years of experience in the establishing, implementing, and/or evaluation of business operations and procedures pertaining to managing food service businesses, lease administration, mall operations, and or concessions.

JOB SPECIFIC COMPENTENCIES

- Ability to use considerable initiative and critical thinking skills, to exercise sound judgment in making conclusive recommendations based on business needs.
- Ability to set priorities, meet deadlines and multi-task.
- Ability to communicate effectively and persuasively, both verbally and in writing.
- Considerable knowledge of management principles, practices and procedures.
- Considerable knowledge of the organization, operating activities and administrative practices and policies of departments and agencies assigned.
- Considerable knowledge of analysis and research techniques, methods and procedures.

Department:	Concessions
Pos. No:	15268
Pay Grade:	E3 ($65,500-$136,200) - **Exempt**
Last update:	8/2018 Compensation

- Considerable knowledge of English spelling, grammar and punctuation.
- Skill in conducting independent studies and analyses of organizational and operational programs and procedures.
- Ability to work independently and analyze, interpret and accurately summarize complex business issues and detailed information.
- Ability to participate effectively in the formulation of departmental policies and procedures.
- Ability to work effectively with others.
- Ability to use a computer and related software, including Microsoft Word, Excel, and PowerPoint.

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Tampa International Airport

Position Title: Concessions Contract Manager

POSITION OVERVIEW

Tampa International Airport is seeking a proactive self-starting individual to be responsible for the administration of leases and contracts to ensure compliance with terms and conditions expressed therein; research relevant markets and financial trends to forecast future business activity and assist in developing recommendations; maintain strong business relationships with tenants. The ideal candidate will have the ability to build relationships across the Authority and will have the curiosity explore the business impacts of new lines of business to the Authority. Additionally, the incumbent will be asked to provide exceptional leadership and strong written and oral communication skills along with experience in the areas of contract management, strategic planning, and financial management as well as manage the day-to-day relationship between the Authority and the Concessions partners.

POSITION ACCOUNTABILITIES

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.

- Builds relationships internal and external to deliver strategic financial goals.
- Works closely with Concessionaire partners to promote success by reviewing short and long term metrics.
- Manages leases and contracts to ensure compliance with areas such as pricing, merchandise delivery, store standards, cleanliness, customer service and airport provided services.
- Manages staff for and/or creates various financial reports including development of pro forma, break-even scenarios, and cost-benefit analysis.
- Researches relevant markets and financial trends to forecast future business activity and assists in developing recommendations for the Director.
- Prepares financial analysis of assigned concessions through monitoring of sales and revenue reports of concessions. Leads special initiatives and episodic projects.
- Prepares presentations to further the goals of the department and support new initiatives.
- Manages the procurement process related to new initiatives and other areas of the business.
- Contributes to developing policies and procedures for the department.
- Manages the day-to-day relationship between the Authority and the concessions partners; resolves management, and customer complaints and conflicts between Concessionaires to ensure excellent relations.
- Direct staff support includes a Financial Analyst that assists in this position's responsibilities as well as other duties.
- This position performs other responsibilities as required.

MINIMUM QUALIFICATIONS

The minimum qualifications required to perform successfully in this position are: A bachelor's degree from an accredited college or university with a major in Business, Finance, Real Estate or other relevant field. Five years of progressively responsible professional management experience involving multi-unit food & beverage or retail management, advertising, arena/hotel concessions management, theme park concessions management or rental car concessions management, commercial property/shopping center management, or hotel management or any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted above.

Department:	Airport Concessions
Pos. No:	321010
Pay Grade:	E4 ($76,400 – $158,000) – **Exempt**
Last update:	08/19/2019 – HR/ALC

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Tampa International Airport

Position Title: Commercial Parking Director

POSITION OVERVIEW

Reporting to the Vice President of Concessions, this position is responsible for managing the revenue and coordinating the operations of the Tampa International Airport's public and employee parking facilities which generate approximately $70 million in annual revenue to the Authority.

POSITION ACCOUNTABILITIES

Note: The following job description is not intended to be, nor should it be construed as an all-inclusive list of responsibilities associated with this position. The duties listed are illustrative, not exhaustive and any 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. Management may require incumbents to perform job duties other than those contained in this document at any time.

- Ownership of the Airport's parking programs and products in order to grow its largest revenue producing business.
- Establish parking revenue forecasts and budgets and deliver on revenue targets set out in the annual budget with the goal of increasing parking revenues.
- Provide and present analysis and reports on parking financial performance, product performance and future plans to senior management.
- Work with other departments to develop, implement and manage parking contractor agreement with a focus on identifying efficiencies.
- Work with other departments to ensure compliance with parking revenue control and audit processes.
- Increase parking mode share, making parking at the Airport the natural or 'first choice' when travelling to or from the Airport.
- Provide expertise in the capabilities and functions of the Parking Revenue Control System and other parking related software.
- Lead through relationship a cross functional team to continually deliver improved customer offerings.
- Identify and implement long term strategic plans for Airport parking.
- Work with other departments and consultants to develop customer parking options that offer enhanced customer services and drives parking revenue.
- Represent the department at meetings, functions, and events.
- Develop and implement recovery plans for off-schedule and unanticipated occurrences.
- Perform other related duties as required.
- Mentor and provide expertise to other team members.

MINIMUM QUALIFICATIONS

Requires a Bachelor's Degree from an accredited college or university; four (4) years in parking financial/operations management, including one (1) year of supervisory experience.

PREFERENCES

- Ten years of parking management experience preferred
- Master's Degree in Business, Economics, Finance, Aviation, Logistics or related field.
- Certified Parking Professional (CPP) from the National Parking Association.
- Certified Administrator of Public Parking (CAPP) from the International Parking Institute.
- Bachelor's Degree in Business, Economics, Finance, Aviation, Logistics or related field.

JOB SPECIFIC COMPETENCIES

- Understands the parking business environment including social, economic, political and technical trends and their impact on parking revenue.
- Ability to produce strategic plans for parking that are in line with Authority objectives.
- Ability to create, manage, forecast, and analyze budgets.

Department:	Airport Concessions
Pos. No:	15632
Pay Grade:	E6 ($103,700-$215,600)
Last update:	8/2018 Compensation

- Ability to analyze and interpret parking revenue, trends, products and applications used worldwide and identify new sales channels for Airport parking.
- Ability to direct and manage multiple resources and projects to achieve successful outcomes.
- Ability to build coalitions among the various stakeholders.
- Ability to communicate effectively both orally and in writing and facilitate the open exchange of ideas and information.
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Skill in presenting reports defining project progress, problems and solutions.

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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 OVERVIEW

Under general direction of the General Counsel/Vice President of Corporate Affairs and Real Estate, the incumbent will manage, plan, organize, integrate and directly handle the Authority's Concessions Program for all concessions including food & beverage, retail, advertising, sponsorships, passenger services, and vending for all airport terminals and Authority owned and leased properties.

The incumbent is responsible for developing a strategic plan including recommendations for building the concession program and developing budgets/proformas and subsidiary programs as required.
The incumbent is responsible for evaluating, developing, soliciting, negotiating, and managing all airport concession agreements, concession licenses, and leases, including determining and negotiating lease rates with concession tenants, researching and developing plans to explore, generate and drive non-aviation revenues, and meet the Authority's ACDBE/DBE program objectives. The incumbent will also monitor and evaluate the concession program's financial and customer service performance and appearance to ensure vendors and service providers meet Authority standards.

POSITION ACCOUNTIBILITIES

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.

- Direct, develop, and manage the negotiation and management of airport concession agreements, including food & beverage, retail, advertisement, sponsorships, vending, and passenger services, and other revenue generating non-airline services; negotiates agreement amendments.
- Research, develop, and make recommendations to retain or generate additional revenue in each of the above-mentioned line of businesses/categories.
- Work with Airlines, Marketing, Customer Service, and other departments to identify customer needs and develop concession opportunities to meet those needs.
- Knowledge of retail marketing, advertising, management and administration, food & beverage sanitation, and/or the principles of concession management.
- Knowledge of advertising and sponsorship industry trends and multiple media opportunities.
- Develop strategic direction and direct the activities to identify trends in the passenger demographics, preferences, and identify opportunities to optimize revenues and enhance customer satisfaction.
- Administer consultant contracts, conduct public meetings, and contribute to the process for selection of concessionaires, recognizing the Procurement Department has the lead role.
- Manage the development of income projections, space planning, space design, selection of operators, capital, as well as financial management analysis, merchandising, product promotions; develop rent structuring to facilitate concession pricing policy.
- Direct, develop, and manage market surveys to determine fair market rates and evaluates concessionaire rates to ensure conformance to negotiated rates; negotiate rates with vendors and service providers based on fair market values for like products and services.
- Work with airline representatives, other airport and ACDBE/DBE liaisons to formulate long-term plans for airport terminal facilities concessions, including overall themes, design guidelines, mix of services,

and appropriate service locations; solicits concession operations through competitive processes; determine criteria for selection processes; review tenant improvement submittals and evaluate potential concession and service opportunities; conduct pro-forma and feasibility studies to ensure new opportunities make financial sense; review feasibility of capital projects that support concession programs.

- Monitor concession program finance and customer service performance; conduct store walk-throughs during store hours to monitor signage, appearance and cleanliness; approve advertisement copy, hours of operation and tenant improvements; conduct contract compliance and security inspections as required.
- Consult with concession operators on business improvement methods, including product selection and merchandising.
- Administer the provisions of the Use Agreement governing the Airport as related to revenue programs.
- Review and approve Letters of Proposal, Requests for Proposal, Invitations for Bid, and Requests for Qualification.
- Review and approve Letters of Proposal, Requests for Proposal, Invitations for Bid, and Requests for Qualification.
- Review the business and financial plans of existing concessions and commercial activities to determine the short- and long-term healthiness of the business and to assist concessionaires in preparing budgets and in determining the impact of changes in product lines, display methods or facilities on financial performance.
- Select, train, supervise, motivate, coach development skills, and evaluate personnel.

MINIMUM QUALIFICATIONS

The minimum qualifications required to perform successfully in this position are a Bachelor's Degree with a major in public or business administration or a closely related field; and eight years of progressively responsible experience in planning, developing, and implementing concession programs and negotiating and administering concession contracts; or an equivalent combination of training and experience. Experience should reflect demonstrated knowledge and a thorough understanding of Airport Concession Programs, administration and management of contracting documents, and compliance with policies and procedures. Related experience may be substituted for education on a year-for-year basis.

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Department:	Airport Concessions
Pos. No:	00000
Pay Grade:	E6 ($103,700 – $215,600) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Senior Manager, Airport Concessions

POSITION OVERVIEW

Tampa International Airport is seeking a proactive self-starting individual to be responsible for the administration of leases and contracts to ensure compliance with terms and conditions expressed therein; research relevant markets and financial trends to forecast future business activity and assist in developing recommendations; maintain strong business relationships with tenants and conduct regular site visits. Additionally, the incumbent will be asked to provide exceptional leadership and strong written and oral communication skills along with experience in the areas of contract management, development and management of RFP's and RFQ's, strategic planning, financial management including development of proformas, breakeven scenarios, and cost-benefit analysis, concession compliance and conflict management, and manage the day-to-day relationship between the authority and the concession tenants.

POSITION ACCOUNTIBILITIES

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.

- Develops and manages comprehensive economic plans as they relate to the concessions department including, pricing and utilization to ensure maximum commercial development revenues.
- Works closely with tenants to ensure their continued success by reviewing short and long term plans and their financial/market position.
- Manages leases and contracts to ensure complete compliance and verifies contract specifics such as pricing, merchandise delivery, store standards, customer service and airport provide services; report findings with a corrective action plan.
- Creates various financial reports including development of proformas, break-even scenarios, and cost-benefit analysis.
- Researches relevant markets and financial trends to forecast future business activity and assists in developing recommendations for the Director.
- Prepares presentations to further the goals of the department and support new initiatives.
- Prepares financial analysis of assigned concessions through monitoring of sales and revenue reports of concessions.
- Develops and manages Request-for-Proposals (RFP) and Request-for-Qualifications (RFQ).
- Develops policies and procedures for the department.
- Manages the day-to-day relationship between the authority and the concession tenants; resolves management, tenant, and customer complaints and conflicts between tenants to ensure excellent tenant relations.
- Manages events for Airport tenants including training seminars, meetings and special events and assists with security clearance and badging.
- Direct staff support includes a Business Analyst and Administrative Support that assist in this position's responsibilities as well as other duties.
- This position performs other responsibilities as required.

Department:	Airport Concessions
Pos. No:	00000
Pay Grade:	E5 ($89,000 – $185,000) – **Exempt**
Last update:	8/2018 Compensation

MINIMUM QUALIFICATIONS

The minimum qualifications required to perform successfully in this position are: A bachelor's degree from an accredited college or university with a major in Business, Finance, Real Estate or other relevant field. Five years of progressively responsible professional management experience involving multi-unit food & beverage or retail management, advertising, or rental car concessions management, commercial property/shopping center management, or hotel management.

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Department:	Airport Concessions
Pos. No:	00000
Pay Grade:	E5 ($89,000 – $185,000) – **Exempt**
Last update:	8/2018 Compensation

POSITION OVERVIEW

The Vice President of Concessions and Commercial Parking will provide strategic leadership, manage, plan, organize, integrate, and directly handle the Authority's Concessions Program for all concessions including food & beverage, retail, advertising, sponsorships, passenger services, on-airport and off-airport rental cars, off-airport parking, airport parking, commercial ground transportation, and other ancillary concessions for Tampa International Airport.

The incumbent is responsible for developing a strategic plan including recommendations for building and enhancing the concessions program, the consolidated rental car center program, and developing budgets/pro-forma and subsidiary programs as required. The incumbent is responsible for evaluating, developing, soliciting, negotiating, and managing all airport concession agreements, concession licenses and leases, including determining and negotiating lease rates with concession tenants, researching and developing plans to explore, generate and drive non-aviation revenues, meet the Authority's ACDBE/DBE program objectives and work closely with key internal and external stakeholders, and consultants. The incumbent will also actively monitor and evaluate the concession program's financial and customer service performance, and appearance, to ensure vendors and service providers meet the Aviation Authority's high standards of customer service excellence.

POSITION ACCOUNTABILITIES

- Lead, develop, and manage the negotiation and management of airport concession agreements, including food & beverage, retail, on-airport and off-airport rental cars, off-airport parking, airport parking, commercial ground transportation, advertisement, sponsorships, vending, and passenger services, and other revenue generating non-airline services; negotiates agreement amendments.
- Lead, motivate, coach, develop, and evaluate a team of Airport Concessions Department personnel.
- Research, develop, and make recommendations to retain or generate additional revenue in each of the above-mentioned lines of businesses/categories.
- Work with Airlines, Marketing, Customer Service, and other departments to identify customer needs and develop concession opportunities to meet those needs.
- Develop strategic direction and direct the activities to identify trends in the passenger demographics related to concessions, preferences, and identify opportunities to optimize revenues and enhance customer satisfaction within each line of business.
- Administer consultant contracts, conduct public meetings, and contribute to the process for selection of concessionaires, recognizing the Procurement Department has the lead role.
- Manage the development of income projections, space planning, space design, selection of operators, capital, as well as financial management analysis, merchandising, product promotions; develop rent structuring to facilitate concession-pricing policy.
- Oversee the development and management of market surveys to determine fair market rates and evaluate concessionaire rates to ensure conformance to negotiated rates; negotiate rates with vendors and service providers based on fair market values for like products and services.
- Work with airline representatives, other airport and ACDBE/DBE/WMBE liaisons to formulate long-term plans for airport terminal facilities concessions, including overall themes, design guidelines, mix of services, and appropriate service locations; solicits concession operations through competitive processes; determine criteria for selection processes; review tenant improvement submittals and evaluate potential concession and service opportunities; conduct pro-forma and feasibility studies to ensure new opportunities make financial sense; review feasibility of capital projects that support concession programs.
- Oversee the monitoring of concessions program finance and customer service performance; ensure store walk-throughs are conducted during store hours to monitor signage, appearance and cleanliness; approve advertisement copy, hours of operation and tenant improvements; ensure contract compliance and security inspections are completed as required.

- Administer the provisions of the Use Agreement governing the Airport as related to revenue programs.
- Review and approve Letters of Proposal, Requests for Proposal, Invitations for Bid, and Requests for Qualification.
- Oversee the development of the departmental budget, approves budget requests, business plans, and administer the approved budget.
- Review the business and financial plans of existing concessions and commercial activities to determine the short- and long-term health of the business and work closely with concessionaire partners to implement change as necessary.

Reporting to the Vice President of Concessions (*see optional titles above*) positions:

- Senior Manager, Concessions (3) and Senior Business Analysts (2).
- The Concessions department has a total of eight (8) FTEs.

MINIMUM QUALIFICATIONS

The minimum qualifications for the Vice President of Concessions are a bachelor's degree with a major in public or business administration, management or a closely related field; and ten years of progressively responsible experience in planning, developing, and implementing concessions programs including negotiating and administering concession contracts; or an equivalent combination of training and experience. Experience should reflect demonstrated knowledge and a thorough understanding of Concessions Programs including all lines of businesses referenced in this position description, administration and management of contracting documents, and compliance with policies and procedures. Experience should also reflect knowledge of retail marketing, advertising, management and administration, food & beverage, sanitation, parking, commercial ground transportation and operational management as well as advertising and sponsorship industry trends and multiple media opportunities.

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POSITION OVERVIEW

Serves as the Chief Executive Officer of the Hillsborough County Aviation Authority and under the general administrative direction of the Board, the Executive Director is responsible and accountable for the planning, operations, public safety, security, maintenance, legal, development, marketing, community relations, finance and administrative functions for Tampa International Airport, Peter 0. Knight Airport, Vandenberg Airport and the Plant City Airport.

POSITION ACCOUNTIBILITIES

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.

- Responsible for the creation and implementation of the long-term strategic initiatives, approved by the Board, to guide the ultimate development and direction of the HCAA.
- Responsible for the selection, training and motivation of the staff of the HCAA to create a productive work environment. Implementation of programs to ensure staff career advancement opportunities and provide the resources to accomplish assigned tasks.
- Responsible for the coordination with all agencies within Hillsborough County that have responsibility for Economic Development, Travel, Tourism and Convention activities to ensure the aviation system is positioned to satisfy their requirements for continued growth for the overall benefit of the community.
- Responsible for media relations, developing promotional campaigns, issuing press release, responding to requests for specialized services and maintaining good relations with the general public by being active in the community. Typically, this would include public presentations relating to the Aviation System and its importance in the ultimate development of the Metropolitan Service Area to business and community groups.
- Responsible for compilation, preparation and analysis of quantifiable airport and air service data for use by the Aviation Authority to pursue potential air service opportunities for passengers and cargo to improve the competitive advantage of the air service region and present the results to the identifiable service providers. Provides statistical and economic concepts to support recommendations, and promotes airport oriented activities in the region.
- Monitors all local, state and federal legislative initiatives relating to the aviation industry to protect and promote the interests of the HCAA
- Responsible for lease and contract negotiation and for the coordination with air carriers, concessionaires and tenants of the aviation system to support the ultimate development of services and facilities to provide the highest possible level of service to the users and customers of the airports under the control of the HCAA
- Coordinates the activities and involvement of the HCAA with the Airports Council International, the American Association of Airport Executives, the Air Transport Association and other trade associations in an effort to influence the initiatives these organizations pursue to assure their compatibility with the goals and objectives of HCAA.

- Responsible for compliance with all federal, state and local procurement requirements in the selection of contractors, concessionaires, consultants and individuals providing goods or services to HCAA. Development of programs to ensure equal opportunities for Disadvantaged Business Enterprises in providing services to the general public.

- Responsible for the maximization of revenues and the minimization of expenditures to protect the financial strength of the HCAA.

- Performs other duties as required to ensure the success of the ultimate development of the airports under the control of the HCAA is of the highest quality possible to serve the requirements of the local and national air transportation system.

The specific recitation of the above items shall not be deemed to limit the Executive Director's duties and responsibilities only to those set forth above. The Executive Director's duties and responsibilities shall be subject to the authority of the governing board of HCAA.

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Tampa International Airport

Position Title: Executive Vice President, Facilities and Administration

POSITION OVERVIEW

Description...

POSITION ACCOUNTIBILITIES

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.*

- Prepares, manages, and supports the client workstation experience.
- Performs Tier II support for the helpdesk team.
- Research and develop the future technology plans for the Authority.
- Prepares project plans and schedules to include coordinating requirements, tasks, work assignments, and resources to ensure project integrity for customer support.
- Ensures client equipment meets or exceeds applicable compliance requirements (eg. PCI or CJIS).
- Utilizes industry standard tools to locate and remediate security vulnerabilities.
- Responsible for upkeep of 3rd party application updates on a schedule.
- Participates directly in project development, as required.
- Prepares and reviews specifications for information systems for all client equipment purchases.
- Performs other related duties as required

MINIMUM QUALIFICATIONS

Graduation from an accredited two year degree granting college or university with a major in Computer Science, Business Management, Public Administration, Accounting, or Engineering; and 2 years of experience managing desktops for a medium or large organization. Preference for applicant to have Microsoft MCSA, MCSE, or MCITP certification.

Substitution: Graduation from high school or possession of a GED certificate; and 3 years of experience managing desktops for a medium to large organization. The ideal candidate will also have Microsoft MCSA, MCSE, or MCITP certification.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of Intermediate knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of systems analysis, development, project planning, and documentation methods and standards.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.

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Department:	CEO Office
Pos. No:	14585
Pay Grade:	E9 ($178,500-$306,000) – **Exempt**
Last update:	8/2018 Compensation

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Department:	CEO Office
Pos. No:	14585
Pay Grade:	E9 ($178,500-$306,000) – **Exempt**
Last update:	8/2018 Compensation

POSITION OVERVIEW

The Vice President of Finance and Information Technology acts as the Chief Financial Officer and Chief Purchasing Agent for the Aviation Authority. The Vice President of Finance and Information Technology is responsible for directing all financial, and procurement activities for the Aviation Authority. The position oversees two departments and is responsible for ensuring completion of each department's goals; overseeing development and compliance with departmental procedures; monitoring the performance of each department; developing long-range strategies and directing the preparation of departmental operating and capital budgets. The Vice President of Finance and Procurement reports to the Chief Executive Officer.

The following positions report directly to the Vice President of Finance, and Vice President of Procurement.

Director of Finance – this position is responsible for directing the financial activities of the Authority, including preparation of financial statements and related external audit, calculation of rates and charges to airlines, coordination of issuance of debt, accounts payable, accounts receivables, budget, payroll, collections and inventory.

Director of Procurement – this position is responsible for directing the purchase of supplies, materials, equipment, construction and professional and non-professional services for the Authority.

POSITION ACCOUNTIBILITIES

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.

- Assisting the Chief Executive Officer and others with various financial analyses.
- Coordinating the issuance of debt, including refunding bond issues, construction bond issues, commercial paper and other types of financing for capital improvements.
- Interacting with the Authority's trustees related to bond covenants the administration of existing debt.
- Directing the establishment and management of Authority banking and investments.
- Ensuring compliance with all federal, state and local procurement requirements in the selection of contractors, concessionaires, consultants and individuals providing goods or services to the Authority.
- Maximizing revenues and minimizing expenditures to protect the financial strength of the Authority.
- Other duties and assignments as may be required.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position include a Bachelor's degree in accounting, business administration, public administration, management or related field (a Master's degree in business administration or public administration is preferred); and at least ten years of senior-level experience in managing the accounting, investment and financial functions of a similarly sized organization in a position with significant organizational and budget responsibility, preferably at a medium to large size airport or other governmental organization. Consideration will be given to experience in a similar role in a non-governmental organization.

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Department:	CEO
Pos. No:	14584
Pay Grade:	E9 ($178,500-$306,000) - **Exempt**
Last update:	8/2018 Compensation

POSITION OVERVIEW

Reporting to the CEO, the Executive Vice President of Marketing will be responsible for developing and implementing a dynamic marketing and communications program which will proactively advance the interests of the Authority's policies and programs. This position will be responsible for providing leadership to a communication staff and will work closely with other program leaders and staff in helping implement a mission-focused, enterprise-level communications strategy. The Vice President will continually develop and improve communication approaches to advance the Authority's programs and initiatives.

The Vice President will also work to align external stakeholders and consultants to leverage the Authority's visibility and brand in order to advance its policy and program initiatives. The Vice President will be an innovative, creative and strategic communications leader. The Vice President serves as a member of the senior management team and is responsible for the overall planning, budgeting, staffing, and evaluation of all communications activities consistent with policies established by the CEO and the Board.

POSITION ACCOUNTIBILITIES

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- Continually develop and improve communications resources and approaches to advance the Authority's program strategies and initiatives.
- Provides leadership for design, implementation, and management of issue-focused communication enterprise.
- Develops strategic communications plans, both proactively and responsibly to breaking events.
- Develops workable implementation plans; communicates changes effectively; build commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.
- Effectively utilize social media and other online formats, as well as more traditional media/communications vehicles, to ensure information on the Authority is accurate, consistent and accessible to external audiences.
- Efficiently communicate Authority image and positions to maintain or enhance credibility with key audiences; engage potential partners or allies who share similar goals; and, proactively engage critical stakeholders to advance the mission of the Authority.
- Works in direct partnership with Authority's staff to mutually develop program-related communications strategies that are built into broader program plans and effectively utilize the Authority's other internal resources when appropriate.
- Reinforce, train, and grow staff's capacity to effectively engage with key audiences about the organization's mission, program outcomes and goals in alignment with the Authority's core values.
- Provide regular strategic and tactical communication support to CEO's Office and leadership in helping to advance critical goals and priorities.
- Provide communications oversight of critical information relayed to the Board of Director's and provide counsel on strategic communications as needed.
- Ensure all staff has access to useful and timely internal information about the Authority.
- The Vice President should ideally embody the following professional attributes and minimum qualifications:

KEY ATTRIBUTES:

- Proven capacity to communicate with, and successfully reach, culturally and ethnically diverse target audiences, especially within the nonprofit, policy, and/or philanthropic sectors.
- Looks for ways to fulfill the vision; shows commitment to the organizational mission and guiding principles; inspires respect and trust.
- Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Able to generate and deliver persuasive and clear verbal, graphic, and written communications.
- Outstanding interpersonal skills; must have credibility, good judgment, honesty, and integrity.
- Ability to listen and process complex information quickly.
- Ability to manage change with flexibility and grace.
- Initiative to solve problems with energy and a positive attitude.
- Able to anticipate, prioritize, and manage tasks while simultaneously demonstrating genuine respect for diversity and inclusiveness with multicultural sensitivity.
- Demonstrated and effective people management and employee development skills.

LEADERSHIP DIMENSIONS

- Verbal Written and Technology Based Communications – Seeks and listens for critical thoughts, ideas, and feelings, and technical information in an accurate and concise manner. Tailors delivery method and tone of communication to meet the needs and preferences of the other person and/or audience. Is adept at accessing and appropriately utilizing the Authority's technology communication venues.
- Builds Effective Relationships – Establishes enduring and inclusive relationships within the Authority and with all key stakeholders. Commands the respect of employees, his/her peers, customers, and stakeholders. Manages beneficial partnerships in ways that take full advantage of internal and external synergies. Understands the impact of personal behavior on the perceptions of others. Places a high priority on the values of honesty, accountability and integrity.
- Gold Level Customer Service – Communicates a genuine willingness to work positively with all customers and visitors to the airport. Actively listens to their questions and/or concerns. Accurately identifies the service that will meet the customer's needs and wants. Proactively utilizes his/her comprehensive knowledge of the Authority's systems and services to explore options that go beyond the customer's immediate questions or concern/s to create an expanded solution to the problem. The intent is to exceed the expectations of each customer/visitor in a positive way by providing the "most complete answer" that is currently available within the Airport's resources.
- Leadership and Engagement – Creates a positive environment and inspires others to buy into the Authority's mission and vision. Recognize strategic possibilities and aligns the Authority's vision with those options. Clearly articulates the organization's direction to everyone by utilizing a variety of communication venues. Fosters a diverse culture where individual respect and enterprise-wide teamwork thrives. Passionately and convincingly articulates the steps and changes necessary to achieve the Authority's goals. Holds self and all employees accountable for achieving the performance goals.
- Leading and Managing Performance – Establishes clear direction and articulates the vision, priorities, and annual performance objectives. Communicates messages that motivate and inspire other to action. Fosters a work culture where mutual respect and enterprise-wide teamwork thrive. Builds ongoing learning into the Authority that enables all employees to realize their full potential. Ensures that accurate and timely feedback and the required resources that ensure successful performance are in the leadership-management process.

- Professionalism-Delivering the Results - Demonstrates a commitment to personal excellence, ethical behavior, and integrity. Seeks out and acts on feedback. Addresses problems and make decisive action oriented decisions. Exhibits a personal commitment to overcoming obstacles. Demonstrates a commitment to continuous learning. Holds self-accountable for behavior and results.

MINIMUM QUALIFICATIONS

Must possess a B.A. in a related field and have at least five years of experience in communications, public relations or other related field.

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Tampa International Airport

Position Title: *General Counsel, Executive Vice President Legal Affairs*

POSITION OVERVIEW

Reporting to the CEO and Authority Board Members, this position serves as the principal contact in all legal matters for the Aviation Authority. The incumbent is responsible for the performance of a wide variety of legal duties pertaining to all leases, contracts and agreements for the Authority, representing the Authority's interest in litigation, and rendering legal opinions. The General Counsel will manage all activities of the Department of Legal Affairs and oversee the preparation of all agreements relating to the Master Plan development program, including airline agreements, concession/commercial development agreements, land acquisition and ground leases, construction and consultant agreements and the lease of airport facilities at the Authority's four airports.

The General Counsel will insure the legal sufficiency of contracts and agreements in accordance with federal, State, local and HCAA laws, rules and regulations. The incumbent will also be responsible for ensuring that contracts, leases and agreements clearly define the interests of all the parties involved; are consistent, accurately identify the tenant's obligations, outline concession performance standards and DBE goals and expectancies and represent the current regulatory environment.

The General Counsel will provide legal opinions and advice to the CEO and Board Members on a wide variety of legal matters related to all aspects of the Aviation Authority from its governance to the management and operation of Tampa International, Peter O Knight, Plant City, and Tampa Executive Airports.

POSITION ACCOUNTIBILITIES

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.

- Review and approval of all contracts, grant agreements, concession agreements, vendor agreements, labor agreements, user agreements, leases, easements, permits and similar documents.
- Coordination of all legal issues with the Authority's CEO.
- Draft and final preparation of contracts or other legal documents.
- Representation in real estate transactions, including examination of land titles.
- Representation in actual or threatened litigation or in any adversarial proceedings before Administrative agencies.
- Liaison with legislative and executive representatives of County, State or Federal government agencies.
- Provide services that fall in highly specialized areas such as bankruptcy, computer, environmental, public procurement and construction, third party liability claims, collection of delinquent accounts or tax law.
- Oversee all outside legal service contracts.
- Other duties and assignments as may be required.

MINIMUM QUALIFICATIONS

The minimum qualifications required to perform successfully in this position are: a Juris Doctor Degree from an accredited school of law and admission to the Bar of the State of Florida (or have similar credentials from another State that will be reciprocally honored by the Florida State Bar Association), 8+ years' experience as a practicing attorney including extensive professional legal experience involving some branch of local government, experience in the Aviation Industry, or any equivalent combination of experience and training a must.

Experience should reflect demonstrated knowledge and a thorough understanding of the laws as they relate to the sale and purchase of real property; rental and lease agreements; construction and contract administration; procurement; and, compliance with policies and procedures. The General Counsel will perform a wide range of legal services for the Authority and a thorough understanding of the requirements relating to the Public Sector environment is critical.

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Tampa International Airport

Position Title: *Senior Executive Administrative Assistant to the CEO*

POSITION OVERVIEW

Performs highly independent administrative support duties for the Chief Executive Officer. Duties include having direct knowledge of confidential interactions of the CEO with both internal and external projects.

In addition to the CEO and members of the Authority's board, this position routinely interacts with all levels of the Authority's staff, representatives from the private sector, and state and local governmental officials. This position is challenged with projecting a positive image on behalf of the Authority in all such interactions.

POSITION ACCOUNTIBILITIES

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- Independently performs a wide variety of paraprofessional administrative, secretarial and confidential functions and duties supporting the Chief Executive Officer.
- Is the primary point of contact for all calls that come through the Office of the CEO
- Maintains physical and electronic filing system
- Handles incoming mail correspondence for the Office of the CEO
- Supports the Office of the CEO
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree; and three to five years of administrative/secretarial experience; or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Member of International Administrative Assistant Professionals a plus
- Experience working under pressure in a fast paced environment is essential
- Knowledge of policies, procedures, precedents, regulations, executive and general orders, and rules of assigned department or agency.
- Experience with Oracle expense reporting a plus.
- Advanced knowledge of Microsoft Word, Power Point, Excel and Visio required.
- Knowledge of executive administration, such as word processing, managing files and records, transcription, designing forms and other related procedures.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Knowledge of the access, storage, destruction and release of restricted, sensitive and confidential information, and applicable guidelines.
- Skill in communication and effective writing.
- Skill in managing ones own time and the time of others.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions or approaches.
- Ability to use discretion and independent judgment in evaluating information.
- Ability to transcribe documents and information from different sources.
- Ability to serve the public and represent the department director or agency head with courtesy and professionalism.

Department:	CEO Office
Pos. No:	14594
Pay Grade:	E2 ($56,200 – $116,800) – **Exempt**
Last update:	8/2018 Compensation

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Department:	CEO Office
Pos. No:	14594
Pay Grade:	E2 ($56,200 – $116,800) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: DBE Program Specialist

POSITION OVERVIEW

Manages small projects or sub-projects. These projects are characterized as having a project value of less than $5 million and generally impacts a single business unit, department or agency. The projects managed have minimal project visibility, impact and risk at the Agency or County level.

POSITION ACCOUNTIBILITIES

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.

- Performs project management work by managing, coordinating and implementing small projects or parts of larger complex projects.
- Directs and coordinates activities concerned with the implementation of a project.
- Prepares or assists in the preparation of contract drafts, requests for proposal, and other related documents for review
- Manage project execution to ensure adherence to plan, schedule and scope.
- Identifies, tracks, monitors and communicates project-related tasks, issues, scope changes, variances and contingencies that may arise during the project implementation.
- Monitors project budget, monitors status of allocated funds and controls expenses.
- Prepares and maintains project documentation.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and
Three years of program/project management experience directly related to the position duties.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of the principles and practices of project management.
- Knowledge of the processes, activities, requirements and objectives of the functional area to which assigned.
- Ability to communicate effectively both orally and in writing.
- Ability to manage multiple tasks and solve problems involving several variables or unique situations.
- Ability to manage the details of projects, track activities and meet deadlines.
- Ability to collect, organize and analyze data and make logical decisions.

Department:	Ethics, Diversity & Admin
Pos. No:	10655
Pay Grade:	E2 ($56,200 – $116,800) – **Exempt**
Last update:	8/2018 Compensation

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Tampa International Airport

Position Title: *Senior Manager, Business Diversity*

POSITION OVERVIEW

Manages multi-component projects of medium to large size. These projects are characterized as having a project value of at least $50 million and crosses multiple business units, departments or operations. The projects managed have high project visibility, impact and risk at the Agency or County level.

POSITION ACCOUNTIBILITIES

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- Performs project management work by providing project direction, planning and leadership to implement medium to large sized projects.
- Works with project sponsor and stakeholders to outline project goals, scope, deliverables, resources budget and timing.
- Works cross-functionally to solve problems and implement changes.
- Represents the department/agency/division at meetings, functions, and events.
- Determines funding requirements, prepares project budget documents, monitors allocated funds and controls expenses.
- Mentors and provides expertise to other project team members.
- Develops and presents project documentation and reports.
- Develops and implements recovery plans for off-schedule and unanticipated occurrences.
- Analyzes data to determine project's effectiveness and implements project/program adjustments.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year degree granting college or university; and five years of program/project management experience directly related to the position duties or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Skill in project management and the practical application of principles, tools and techniques.
- Ability to direct and manage multiple resources and projects to achieve successful outcomes.
- Ability to build coalitions among the various stakeholders.
- Ability to communicate effectively both orally and in writing and facilitates the open exchange of ideas and information.
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Skill in presenting reports defining project progress, problems and solutions.

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Tampa International Airport

Position Title: *Accounting Technician*

POSITION OVERVIEW

Performs technical accounting work in reviewing, processing, and maintaining complex accounting or financial records within the General Ledger and/or related sub-ledgers in a central accounting or comptroller's office. Work includes the processing of accounting and financial transactions that require independent judgment in researching and reconciling discrepancies, assuring compliance with accounting standards and established policies and procedures, and may include considerable customer/client contact. Work is performed under the general supervision of a professional accountant and the incumbent may train or provide procedural information to coworkers and other employees.

POSITION ACCOUNTIBILITIES

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.

- Customer Commitment - Proactively seeks to understand the needs of our customers and provide the highest standards of service.
- Dedication to Professionalism and Integrity - Demonstrates and promotes fair, honest, professional and ethical behaviors that establishes trust throughout the organization and with the public we serve.
- Organizational Excellence - Takes ownership for excellence through one's personal effectiveness and dedication to the continuous improvement of our operations.
- Success through Teamwork - Collaborates and builds partnerships through trust and the open exchange of diverse ideas and perspectives to achieve organizational goals.

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.

MINIMUM QUALIFICATIONS

An Associate's degree in Accounting, Finance, or related field; and two years of experience in accounting, bookkeeping or financial record keeping in a central accounting office with a direct impact on the general ledger or sub-ledgers.
Or
An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of governmental accounting principles, practices, procedures, financial recordkeeping, and budgeting.
- Knowledge of basic accounts receivable and accounts payable business practices and procedures, accounting systems, expenditure or revenue source documents, as well as general ledger and related accounting procedures.
- Knowledge of laws, rules, and policies governing assigned functional accounting area.
- Ability to use ERP accounting systems and spreadsheet applications.
- Ability to analyze transactions and reports and make appropriate correcting entries.
- Ability to post, balance, and reconcile financial accounts and records.

- Ability to read, comprehend, and apply job related rules, policies, and procedures.
- Ability to prepare financial and statistical reports.

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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.

Tampa International Airport

Position Title: Accounts Receivable & Revenue Control Finance Manager

POSITION OVERVIEW

Reporting to the Manager of Business Analysis, Reporting, and Revenue Control, the Accounts Receivable and Collections Manager is responsible for managing most aspects of the accounts receivable billing as well as the oversight of the billing financial system, PROPworks. Manages the entire collections process for all Authority tenants and revenue collection outside of the public parking operation. As a super-user, the Accounts Receivables & Collections Manager provides expertise, leadership and guidance to the Authority's staff; managing, developing, implementing, interpreting, enforcing and explaining the PROPworks billing system. Reviews and analyzes all new and existing tenant agreements for proper audit, compliance, and financial language as well as proper input into our billing system to ensure the Authority is receiving the absolute maximum correct revenue on a daily basis.

The Accounts Receivable and Collections Manager interacts with all levels of Authority staff and management as well as both property management and accounting representatives from all tenants the Authority has agreements with. This position requires fast-paced, independent decision making ability which is needed to resolve various billing and collections issues which arise throughout the day. This position also exercises considerable independent judgment in interpreting all aspects of contracts/agreements and the ability to understand the interaction between the intentions of the contract, the billing system, and proper accounting principles. . In addition, this person exhibits proactive willingness and ability to help integrate new financial system technologies that enhance and streamline all monthly billing processes while maintaining the highest level of customer service and compliance.

POSITION ACCOUNTIBILITIES

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.

- Manages and oversees the $140 million annual accounts receivable billing for the Aviation Authority. Oversees accurate billing of all invoices created by Aviation Authority for areas including but not limited to: Activity/Overage Fees, Employee Parking, FBI/Badging Fees, Monthly Ground/Lease Rent, & Utilities
- Ensures accuracy of monthly activity reports submitted by a variety of tenant partners including but not limited to: Airlines, Concessionaires, Charter Buses, Duty Free Operators, Fixed Base Operators (FBOs), Ground Handlers, Hotels, Off-Airport Parking Operators & Rental Cars
- Manages monthly collections process from start to finish. This requires continuous communication with internal and external partners regarding past due invoices and what is needed to remedy the issues and collect the revenue.
- Oversees proper collection of 34 million dollar annual Passenger Facility Charges to ensure compliance with the Federal guidelines.
- Ensures proper application of all invoice payments coming to Authority and communicates as necessary with tenant partners to resolve incorrect/unapplied payments.
- Oversees annual audit process for all billable tenants to ensure that required external audits are submitted in accordance with terms of their agreement and that all necessary credit/amount due calculations and billings are correct and completed

- Annually provides all necessary schedules in a timely manner to Aviation Authority's external auditors for completion of Interim and Final Financial Audits.
- Has a knowledge and understanding of the billing structure of all types of Authority agreements as well as how the billing system handles these calculations (including application of sales tax).
- Manages, analyzes, & reviews all necessary documents and acts as liaison to Legal Department for all bankruptcies.
- Generate statistical reports used by both internal and external customers for purpose of tracking past, present, and future passenger performance.
- Understands from the root up, the complexities and calculations of the billing rules and basis for the billing system. Easily identifies concerns/issues within billing calculations/invoicing as well as solutions to fix the problems.
- During financial system upgrades, thoroughly tests all aspects of billing system's new functionality and technology improvements to ensure that the authority will still receive both the optimum and maximum Authority after implementation has been completed.
- Serves as functional expert (super-user) for Aviation Authority in regards to the billing system. Interacts with internal IT staff and both external system consultants and system provider to ensure that existing system and future releases meet the needs of the Authority as well as the greater airport revenue management industry.
- Effectively manages workload for all A/R related activities with Accountant II to ensure all monthly closing deadlines are met through an efficient work load for each member of the staff.

Reporting directly to the Accounts Receivable and Revenue Control Manager are the following positions:

- Accountant II

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MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position include a bachelor degree from a recognized four-year college or university with a major in accounting, finance/financial planning or closely related field and at least five years of increasingly responsible accounts receivable, accounting and/or financial experience. In addition, the incumbent should have working knowledge of generally accepted accounting principles and expertize using the Microsoft suite of software products.
Must possess a current Driver's License.

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Department:	Finance
Pos. No:	00026
Pay Grade:	E4 ($76,500-158,000) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Budget Analyst

POSITION OVERVIEW

Reporting to the Director of Financial Planning & Analysis, the Budget Analyst is responsible for planning, organizing and directing many aspects of the budgeting and financial planning activities for the Authority. Support entire annual operating budget process (Passengers, Expense, Revenue, & Workforce) from providing the budget guidelines and calendar to the executive team to producing the annual budget book and supporting analysis for the Authority's Board. Oversees budget amendments and recommending and implementing reallocation of funds throughout the fiscal year to meet the needs of all levels of upper management. Responsible for reviewing, updating, modifying and implementing budget related policies and procedures.

The Budget Analyst provides expertise, leadership and guidance to the Authority's staff; managing, developing, implementing, interpreting, enforcing and explaining the forecasting & budgeting process, policies and procedures. This position will also be responsible for the support of the Authority's Hyperion Planning and Budget system. Reviews and analyzes budget requests and financial planning issues to develop recommendations for all levels of Authority's staff. This position exercises considerable independent judgment in interpreting technical aspects of the budgeting and forecasting processes.

POSITION ACCOUNTIBILITIES

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.

- Coordinates the completion of the $260+ million revenue and $130+ million annual and monthly operating budgets and amendments to same. Researches, analyzes and prepares data on operating revenues and expenses.
- Develops and implements the calendar for the annual budget process. Includes operating expenses, revenue budgets, the capital program, equipment requests, personnel requests, interest projections, rate calculations and budget submissions to the airlines and the Authority's Board.
- Develops budget guidelines for consideration and implementation by the executive team.
- Provides guidance to staff in analysis of budget variances and monitors accuracy of departmental expenses.
- Prepares complex "what-if" scenarios regarding all elements of the budgeting and forecasting processes.
- Reviews, updates and implements forecasting & budget policies and procedures, providing guidance to Authority management and staff regarding budget & forecasting issues.
- Prepares budget and forecast related documents for presentation to the airlines and the Authority's Board.
- Manages the equipment budget, providing recommendations and guidance to staff and management regarding reallocation of budget funds to meet equipment needs throughout the fiscal year.
- Supports the management all functional aspects of the Authority's Hyperion Planning & Budgeting system including providing training and guidance to Authority staff at all levels of the organization.
- Maintains all required calculations and inputs for the revenue budget & projection modeling through the Hyperion system.
- Prepares multi-year detailed monthly cash source and use projections for all 20 of the Authority's cash accounts.
- Prepares annual enplanement and passenger facility charge collection projections for Federal Aviation Administration reporting requirements.
- Responsible for development and maintenance of all monthly forecasting and budgeting reports.
- Develops and maintains the chart of accounts hierarchy in our Database Relationship Manager (DRM) system to ensure that all planning reports are in synch with the operations of the organization.
- Other responsibilities as necessary and required.

Department:	Finance
Pos. No:	521005
Pay Grade:	E2($56,200 - $116,200) – **Exempt**
Last update:	10/2019Compensation

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position include a bachelor degree from a recognized four-year college or university with a major in accounting, finance/financial planning or closely related field and at least five years of increasingly responsible budgeting, accounting and/or financial experience. In addition, the incumbent should have working knowledge of generally accepted accounting principles and expertize using the Microsoft suite of software products. Experience using Hyperion budgeting & forecasting systems in either on premise or cloud environments is preferred.

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POSITION OVERVIEW

Performs operational managerial duties for a large functional unit/section or multiple functional units/sections providing related services within an agency, department or division, with responsibility for planning, coordinating and supervising units/sections that includes multiple professional level staff members. Distinctions between class levels in the General Manager series are based on the size, scope and impact of the organizational unit within the agency/department, the nature and number of functions managed, the level of supervision exercised, the nature of positions supervised, the direct budgetary responsibility, and the complexity and scope of assigned job duties and responsibilities.

POSITION ACCOUNTIBILITIES

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- Manages the operations of a large functional unit or multiple units, and coordinates and administers assigned programs and resources.
- Integrates the agency's strategic plan into functional and/or operations, programs and practices.
- Supervises and directs the activities of multiple professional level subordinates in achieving established organizational goals and objectives; coordinates functions; assigns, monitors and reviews work; evaluates performance and initiates corrective action as needed, including termination.
- Reviews and proactively acts on operational problems.
- Sets performance standards and operational goals for assigned functional area; implements goals, objectives, policies and procedures for assigned organizational units.
- Interprets, explains and ensures compliance with program requirements, regulations and procedures, and provides consultation to customers on matters relating to functional area.
- Determines funding requirements, monitors status of allocated funds, and controls expenses.
- Assesses staffing needs and identifies shortfalls; interviews, recruits and hires new staff.
- Provides regular communication to subordinate staff, management, executives and external agencies and departments regarding status of operations or programs.
- Serves as department representative on task forces and committees.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and
Four years of experience directly related to the position duties, two of which must have been in a supervisory capacity.
Or
An equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the principles and practices of management.
- Considerable knowledge of the functions, services, activities, requirements and objectives of the specific program/functional area to which assigned.

- Knowledge of federal, state and local regulations pertaining to assigned functional area.
- Skill in applying existing guidelines and in creating new approaches to develop and modify work plans, methods and procedures for the work unit or function.
- Ability to establish and maintain constructive and cooperative interpersonal relationships with staff, peers, management and local stakeholder groups to accomplish department's mission.
- Ability to communicate effectively both orally and in writing in order to present information and prepare a variety of reports.
- Ability to identify relationships that explain facts, data or other information, and make correct inferences or draw accurate conclusions.

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Tampa International Airport

Position Title: *Director of Finance Operations and Capital Programs*

POSITION OVERVIEW

Reporting to the Vice President of Finance and Procurement, this position is responsible for the coordination of the capital development program, grant funding, and financial oversight. This includes short- and long-range master schedules, project cost tracking and forecasting, records management, performance measures, and process improvements.

Direct reports to the Director of Development Program Services are Project and General Manager IIs.

POSITION ACCOUNTIBILITIES

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 and coordinates the development of the annual Capital Improvement Program. Ensures that a high degree of coordination occurs between departments so that the project management plans scope of work, budgets and schedules are carefully planned to achieve successful project implementation.
- Responsible for coordinating and maintaining detailed project activity schedules for complex master plan projects to help ensure that senior leaders properly plan and execute the elements they are responsible for.
- Manages the development committee process to ensure all departments provide necessary input to properly plan and track all capital projects.
- Ensures the Authority's Strategic Business Plan is updated as necessary.
- Manages the Capital Improvement Program annual budget development process.
- Directs and coordinates the development of Project Management Plans and timely updates.
- Ensures the Capital Development Program Master Schedule is maintained and updated providing project scheduling and cash flow projections.
- Oversees the project closeout process, and records management.
- Provides necessary project cost data to Project Directors to ensure projects are within budget.
- Ensures proper reporting of Goals & Objectives and project performance measures.
- Provides management and oversight of external resources such as consultants and program management staffing.
- Maintains and updates the Development Program Handbook. Facilitates process improvements within the development program.
- Performs other duties as required.

MINIMUM QUALIFICATIONS

The minimum qualifications to perform successfully in this position include a Bachelor's degree in finance or related field from an accredited college or university, preferably supplemented with a master's degree in business, engineering, management, or equivalent work experience. The incumbent should have a minimum of five years of progressively responsible experience in program management.

Department:	DPS
Pos. No:	15252
Pay Grade:	E6 ($103,700 – $215,600) – **Exempt**
Last update:	8/2018 Compensation

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Tampa International Airport

Position Title: *Director of Financial Planning & Analysis*

POSITION OVERVIEW

Reporting to the Vice President of Finance, the Director of Financial Planning is responsible for the planning, organizing, controlling, integrating and directing of the overall financial planning and budgeting activities for the Authority. Includes the completion of the annual operating budget, budget amendments and 20-year business plans and the calculation of airline rates and charges as a function of the budgeting, annual true-up or business plan process. This position develops and provides input and recommendations to senior management of the Authority regarding all aspects of the budgeting and financial planning activities.

The Manager of Financial Planning provides expertise, leadership and guidance to the Authority's staff, overseeing development and implementation of interpreting, enforcing and explaining the budget process, budget policies and procedures, reviewing, analyzing and developing recommendations regarding budget requests and other issues.

This position manages projections of cash flows for the 30+ bank accounts and 15+ funds of the Authority, which involves forecasting receipt of revenues, grants and passenger facility charges and the estimate of timing of operating and capital expenditures. These cash flow projections lead to recommendations for the timing of new bond or other debt issues, the principal payment of variable debt and the maturity period for the investment of available funds. Administers commercial paper program and other debt related functions. Direct staff support includes two professional Accountants that assist in this position's responsibilities as well as other duties.

POSITION ACCOUNTIBILITIES

Note: The information provided below is not a listing of specific job duties, but rather major areas of responsibility under the direction of the Manager of Financial Planning.

- Coordinates the completion of the annual budget, including operating expenses and equipment expenditures and amendments to same.
- Reviews and provides feedback on the submission of the Capital Budget from the Authority's Development Committee.
- Performs budgeted, business plan and actual calculations of rates and charges to the signatory airlines, determines and establishes airline agreement rates and charges for all airlines.
- Recommends adjustment to current rates and charges during the fiscal year based on operating results and levels of airline activities.
- Provides guidance to Authority management and staff regarding budget procedures and issues.
- Directs and manages preparation of multiple year cash flow projections of all funds of the Authority and makes recommendations regarding length and timing of investments maturities.
- Manages preparation of the financial section of the 20-year business plan.
- Manages / oversees financial plan portion of the master plan.
- Coordinates presentation of budgets, rates and charges and other information to the airlines, prepares budget related documents for presentation to the Authority's Board.
- Provides recommendations to management regarding methodology of calculating rates and charges based on interpretation of the airline lease agreement.
- Provides recommendations and guidance to staff regarding allocation of internal labor, oversees monthly labor allocations, and oversees the computation of hourly labor charge-out rates for Authority's capital projects.
- Provides guidance and recommendation on proposed modifications to the airline agreement based on current business environment.
- Completes complex rate and charges "what-if scenarios".
- Provides guidance on timing of new bond issues or other financing arrangements to meet cash flow needs of the capital development program.

Department:	Finance
Pos. No:	521003
Pay Grade:	E6 ($103,700 – $215,600) – **Exempt**
Last update:	9/2020 Compensation

- Assists with the preparation of the official statement and feasibility studies during the course of bond or other debt issues.
- Verifies debt service transfer amounts with master trustee on all revenue and PFC-backed bond issues.
- Directs payments of interest to trustees, fees to underwriters and letter of credit providers under the commercial paper or other debt related programs.
- Files IRS Form 8038 and other regulatory documents as required.
- Other responsibilities as necessary and required.

MINIMUM QUALIFICATIONS

The minimum qualifications to perform successfully in this position include a Bachelor's degree in finance or related field from an accredited college or university, preferably supplemented with a master's degree in business, engineering, management, or equivalent work experience. The incumbent should have a minimum of five years of progressively responsible experience in program management.

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Position Title: Financial Analyst - Treasury

POSITION OVERVIEW

Reporting to the Financial Planning and Reporting Manager, Financial Analyst - Treasury will play a key role in assisting with managing capital expenditure cash flows while seeking opportunities to optimize investment returns on available funds. The ideal person will have intellectual curiosity and the ability build rapport and gain respect and influence easily while also focusing on attention to detail.

POSITION ACCOUNTABILITIES

- Performs monthly Master Plan Reconciliations - Actuals and Commitments
- Summarizes monthly project expenditures by funding source
- Supports preparation of multiple year cash flow projections of all funds of the Authority and makes recommendations regarding length and timing of investments maturities
- Assists in the management & administration of the Authority's debt portfolio to include compliance with all debt covenants and continuing disclosure requirements
- Monitors and reconciles daily cash flows, bank balances, and fund balances
- Initiates first of the month operating and debt service fund transfers
- Supports continued development of internal project Funding Source Application
- Projects cash liquidity needs to ensure that daily disbursements and construction obligations are met
- Provides recommendations and guidance regarding allocation of internal labor, oversees the computation of hourly labor charge-out rates for Authority's capital development program
- Assists with the preparation and review of the official statement and feasibility studies during the course of bond or other debt issues
- Supports development of the Authority's Annual Financial Report and assists with external auditor requests.
- Ensures compliance with generally accepted accounting principles and maintains knowledge of governmental accounting standards.
- Other responsibilities as necessary and required

MINIMUM QUALIFICATIONS

- A Bachelor's degree from an accredited institution is required. Degree majors in business (finance, economics, accounting, or other analytical fields of study) are required.
- Must have at least five (5) years of professional experience in aviation or municipal financial analysis, budgeting, treasury or investments.
- Familiarity performing job functions in concert with a major ERP system
- Individuals who have attained advanced degrees in a relevant field of study and/or applicable certifications (MBA, MS Finance, CFA, CPA, CGFO, CFP, CMA, etc.) preferred.

JOB SPECIFIC COMPENTENCIES

- Knowledge of governmental accounting principles, practices, procedures, methods, and theory.
- Knowledge of laws, rules, and policies governing assigned functional accounting area.
- Knowledge of computer operations using accounting and spreadsheet applications.
- Ability to use word processing, spreadsheet, database and related software applications.
- Ability to read, comprehend, and apply job-related rules, policies and procedures.
- Ability to analyze accounting and fiscal data.

TPA MISSION STATEMENT

Department: Finance
Pay Grade: E2 ($56,200 $116,800) – **Exempt**
Last update: 8/2020 Compensation

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Tampa International Airport

Position Title: *Financial Analyst and Reporting Manager*

POSITION OVERVIEW

Reporting to the Manager of Business Analysis, Reporting, and Revenue Control, the Financial Analysis and Reporting Manager is responsible for managing and coordinating all Aviation Authority financial reporting throughout the year, including monthly budget to actual analysis & the majority of interim audit & final financial audit analysis and schedules.

This position manages the HCAA financial reporting process and related general ledger accounting system and activities, and prepares and analyzes complex reports and statements for senior management, statutory agencies, and external user groups. While compiling and analyzing monthly financial reports, this position requires fast-paced, independent decision making ability in order to quickly understand and interpret financial results. In addition, this person exhibits proactive willingness and ability to help integrate new financial system technologies that enhance and streamline all monthly reporting processes.

POSITION ACCOUNTIBILITIES

Note: The information provided below is not a listing of specific job duties, but rather areas of responsibility under the direction of the Manager of Business Analysis, Reporting, and Revenue Control.

- Coordinates and compiles analysis and schedules for financial audit including footnotes, all financial statements, & final budget to actual reports
- Manages all financial budget to actual reports and completes variance analysis for all departments across the Authority on a monthly basis. This includes consolidated revenue and expenses summaries, detailed department level performance, & full year financial projections as needed
- Primary contact person for Authority department's with questions regarding budget to actual performance and miscellaneous questions regarding reporting tools
- Manages the filing of the financial reports to the Federal Aviation Administration (FAA) and the State Department of Financial Services (AFR)
- Completes Monthly Bank Reconciliations for Complex Authority Account including the Reserve Fund & the Sinking Fund
- Compiles Quarterly Profit & Loss Statements for the Major Authority Departments to ensure focus on the bottom line and clear understanding of the overall health of the Authority
- Proactively works with Authority departments to understand budget to actual variances and ensure that full year financial forecasts are in line with departmental plans
- Performs miscellaneous financial analysis on an ad-hoc basis for senior management and staff
- Coordinates with the publication of the Airport's annual report
- Trains various Authority staff on EIS reporting tool to empower individual staff to pull report, complete analysis, & proactively track budget performance
- Integral part of upcoming Oracle Business Intelligence project as Authority looks to automate processes and enables real-time analysis of financial, passenger, & statistical performances

MINIMUM QUALIFICATIONS

The qualifications to perform successfully in this position are a Bachelor's Degree in Accounting, Finance, Business Administration, or closely related field from an accredited college or university. A CPA or related certification is preferred, but not required. This position should feature exceptional leadership, communication and presentation skills. The successful candidate should possess an understanding of airport capital budget cycles, federal and state grant programs, regulations affecting such grant programs, and business principles that relate to management of airport operations and facilities. The incumbent should possess a minimum of five years of progressively responsible experience at a medium or large governmental entity and preferably within an aviation authority.

Department:	Finance
Pos. No:	00303
Pay Grade:	E4 ($76,500 – $158,000) – **Exempt**
Last update:	8/2018 Compensation

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Department:	Finance
Pos. No:	00303
Pay Grade:	E4 ($76,500 – $158,000) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: *Financial Planning & Analysis Manager*

POSITION OVERVIEW

Reporting to the Director of Financial Planning & Analysis, the Financial Planning & Analysis Manager is responsible for managing, planning, organizing and directing certain aspects of the financial planning and budgeting activities for the Authority. Includes the oversight and management of the calculation of airline rates and charges as well as assistance with the completion of the annual operating budget, budget amendments and 20-year business plans. This position develops and provides input and recommendations to management regarding components of the budgeting and financial planning activities. Manages professional and clerical staff in carrying out the responsibilities of this position.

The Financial Planning & Analysis Manager provides expertise, leadership and guidance to the Authority's staff, overseeing development and implementation of interpreting, enforcing and explaining the budget process, budget policies and procedures, reviewing, analyzing and developing recommendations regarding budget requests and other issues. The Financial Planning Manager will need to exercise considerable independent judgment in interpreting technical aspects of the budget process and strategic planning processes.

POSITION ACCOUNTIBILITIES

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.

- Performs budgeted, business plan and actual calculations of rates and charges to the signatory airlines, determines and establishes airline agreement rates and charges for all airlines
- Recommends adjustment to current rates and charges during the fiscal year based on operating results and levels of airline activities
- Provides recommendations to management regarding methodology of calculating rates and charges based on interpretation of the airline lease agreement
- Manages complex budgeting "what-if" scenarios regarding all elements of the budgeting process.
- Researches and prepares data for the budgeted, business plan and actual rates and charges to the signatory airlines, including space, activity, and expense and revenue summaries.
- Coordinates presentation of budgets and other information to the airlines, prepares budget related documents for presentation to the Authority's Board.
- Oversees the monthly reporting management reporting process including oversight of proper revenue & expense accounting to ensure accurate annual rates and charges calculations
- Responsible for managing compliance with ongoing reporting and continuing disclosure requirements
- Manages preparation of the financial section of the 20-year business plan
- Review, monitor and prepare reports for the ASIP and CFC programs.
- Supports Authority's Business Intelligence and Analytics development and roll-out
- Supervisory responsibility for Finance Support Staff
- Other responsibilities as necessary and required.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position include a bachelor degree from a recognized four-year college or university with a major in accounting, finance/financial planning or closely related field and at least five years of increasingly responsible budgeting, accounting and/or financial experience. In addition, the incumbent should have working knowledge of generally accepted accounting principles and the Microsoft suite of software products.

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Department:	Finance
Pos. No:	521006
Pay Grade:	E4 ($76,500 – $158,000) – **Exempt**
Last update:	9/2020 Compensation

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Department:	Finance
Pos. No:	521006
Pay Grade:	E4 ($76,500 – $158,000) – **Exempt**
Last update:	9/2020 Compensation

Tampa International Airport

Position Title: General Ledger & Accounts Payable Finance Manager

POSITION OVERVIEW

Reporting to: Senior Manager, Financial Operations this position will require a thorough understanding of the general ledger and accounting methodologies to support the oversight of the completion of monthly, quarterly and annual financial package preparation.

POSITION ACCOUNTIBILITIES

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.

LEADERSHIP QUALITIES:

- Demonstrates motivational skills to drive operational efficiencies within an accounting function. This position requires significant technical accounting knowledge to effectively manage accruals, inter-fund adjusting entries, flow of funds tracking, cash receipts, parking revenue and to ensure federal and state regulatory compliance.
- Exhibits proactive willingness and ability to help integrate new financial system technologies that enhance and streamline the procedure to payment cycle.

PRINCIPAL ACCOUNTABILITIES:

- Lead, plan and supervise all accounting functions within the accounts payable and cash receipts applications. Provides guidance, training and motivation to subordinates.
- Oversight of the Oracle financial reporting system general ledger. Evaluates the Oracle accounting system for effectiveness and recommend enhancements to senior management. Performs a critical leadership role in the testing and implementing of upgrades to the Oracle system and provide the necessary training to staff.
- Directs the monthly, quarterly and year-end closing activities of the accounts payable and cash receipts functions.
- Provides assistance to external auditors and coordinates activities of staff to ensure the adequate and accurate flow of pertinent information.
- Manages the Authority's current operating bank accounts and reviews bank reconciliations prepared by staff to ensure accuracy and timeliness.

Reporting directly to the General Ledger and Accounts Payable Manager are the following positions:

- Accountant II, Accounts Payable Supervisor
- Accounting Clerk III

MINIMUM QUALIFICATIONS

The qualifications to perform successfully in this position are a

- Bachelor's Degree in Accounting, Finance, Business Administration
- OR closely related field from an accredited college or university.

A CPA or related certification is preferred, but not required. The successful candidate should possess exceptional leadership, communication and presentation skills. He or she should possess an understanding of accounts payable and financial reporting cycles, federal and state grant programs, GASB/FASB and general business principles that relate to management of airport operations. The candidate should have a minimum of five years of progressively responsible experience at a medium or large governmental entity and preferably within an aviation authority.

Department:	Finance
Pos. No:	00269
Pay Grade:	E4 ($76,500-$158,000) – **Exempt**
Last update:	8/2018 Compensation

JOB SPECIFIC COMPENTENCIES

- Knowledge of accounting including GAAP and current financial issues
- Strong knowledge of accounting controls
- Analytical, problem solving and decision making skills
- Proven ability to multitask in a high volume, deadline driven environment, complete task in a timely manner, and follow up on resolution of outstanding issues
- Accountability to supervise, train, and develop professional staff, and interact with corporate and business unit management teams
- Knowledge and use of Oracle Financial systems software a plus

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POSITION OVERVIEW

Reporting to the Projects Grants and Finance Manager, this position is responsible for managing Federal and State grant reimbursement process along with playing a principal role in tracking master plan project costs and commitments. Additional responsibilities include applying internal labor costs to capital projects and providing support to the Authority's Parking and Revenue Control system. The Project Grants and Financial Analyst position monitors purchase requisitions and project invoices to ensure proper workflow and allocation. This person is also expected to support the interim and year end external audit process.

POSITION ACCOUNTIBILITIES

- Provides detailed reconciliations between the Authority's enterprise accounting system, Oracle r12, and ProLog Construction Project Management software.
- Support team effort to redesign monthly project payments to provide better value to vendors accepting new electronic payment methods.
- Manages the state and federal grant reimbursement process and completes grant close out reports.
- Provides grant schedules to external auditors and for generating grant journal entries when reimbursements are received.
- Allocates in-house, capitalized labor costs to projects for the Planning and Development, Maintenance and ITS departments.
- Supervises two staff members whose responsibilities include project payments and parking system revenue control.
- Provides second layer of review for project payments.
- Supports implementation and management of new parking revenue control system.
- Performs selected monthly bank reconciliations.
- Assigns and establishes equipment tasks and inputs budgets into Oracle Projects.
- Reviews unbudgeted equipment requests during the fiscal year.
- Updates project purchase orders after change orders and amendments are approved.
- Assigns tasks to project requisitions.
- Responsible for providing capitalized interest schedules to the external auditors.
- Undertaking administration tasks;
- Arranging and attending meetings
- Duties as needed.

MINIMUM QUALIFICATIONS

The minimum qualifications to perform successfully in this position include graduation from an accredited four-year degree granting college or university in Finance or Accounting.

A Certified Public Accountant license is highly desired.

JOB SPECIFIC COMPENTENCIES

- Knowledge of governmental accounting and auditing principles, practices, procedures, methods, and theory.
- Knowledge of computerized accounting systems to include automated accounting systems and their applications.
- Knowledge of the specific accounting and reporting requirements and the complete accounting cycle of the organization to which assigned.
- Knowledge of budgetary procedures and controls.
- Knowledge of supervisory principles, practices and procedures.

- Ability to schedule, assign, monitor, review and evaluate the work of assigned subordinates.
- Ability to analyze and audit accounting, fiscal, payroll and leave data, reports and statements.
- Ability to prepare accounting and audit records, statements, and reports.
- Ability to read, comprehend, interpret and apply job related laws, rules, policies and procedures.
- Ability to develop computer based spreadsheets, graphs, summaries, and reports.

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POSITION OVERVIEW

Reporting to the Manager of Financial Operations.

POSITION ACCOUNTIBILITIES

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.

LEADERSHIP QUALITIES:

- Ability to tactfully and accurately interpret, administer and translate complex and evolving regulatory rules affecting compensation, public sector union agreements, external benefits provider programs and payroll processing systems.

PRINCIPAL ACCOUNTABILITIES:

- Manage and administer the payroll process for the Authority.
- Supervise payroll staff, providing guidance, training and motivation; coordinate functions; assign, monitor and review work; evaluate performance and initiate corrective action as needed.
- Research and advise Finance, Human Resources and senior management on legal payroll compliance issues.
- Interpret and communicate applicable regulations, requirements and procedures and represents the Authority and the payroll section at meetings, functions, and events.
- Maintain compliance with rules and regulations with both federal and state agencies such as the IRS, FRS, Workers' Compensation and unions that exist within the Authority. Act as a liaison to coordinate with external agencies, as well as departments within the Authority, to ensure efficient communication and services.
- Formulate, implement and maintain complex system solutions and procedures to improve the operational efficiency and effectiveness of the payroll process.
- Coordinate with all levels of government, benefit providers, senior management and Authority employees to provide solutions and resolve conflicts.
- Articulate and establish administrative policies and operating procedures to ensure efficient & effective production.
- Establish and maintain payroll general ledger accounts through analysis and reconciliation.
- Maintain historical payroll records for the Authority.

Reporting directly to the Payroll Operations Manager are the following positions:

- Accounting Clerk III

MINIMUM QUALIFICATIONS

The Payroll Manager should possess exceptional leadership, communication and presentation skills along with a deep understanding of regulations governing public sector payroll processing, taxation and reporting in a large agency. The successful candidate should demonstrate an effectiveness to discuss sensitive payroll related matters with a diverse

workforce. An ability to efficiently maneuver and execute within disparate internal and external payroll processing and reporting information systems is required. The candidate should have a minimum of five years of progressively responsible experience at a medium or large governmental entity and preferably within an aviation authority. A Bachelor's Degree in Business Administration, or closely related field from an accredited college or university, is preferred.

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POSITION OVERVIEW

Reports to the Manager of Financial Operations.

POSITION ACCOUNTIBILITIES

Leadership Qualities:

Versatile in the management of professional accountants while demonstrating strong interpersonal and technical skills to maintain effective working relationships with leaders in partner Authority departments as well as key governmental contacts with whom the Authority regularly interacts. Demonstrates workload initiative and flexibility, and leads process refinements collaboratively within a rapidly changing work environment.

PRINCIPAL ACCOUNTABILITIES:

- Takes ownership for the Oracle capital projects and fixed assets accounting systems as the lead expert and change agent monitoring, revising and enhancing utilization where necessary. This position requires significant ongoing project tracking oversight and the capacity to authoritatively and independently communicate deviations from approved Board and Development Committee budgets, amendments and change orders.
- Reviews all initial and revised capital budgets prepared by other departments, for accuracy and approvals.
- Provides leadership guidance related to internal and/or external funding sources prior to review by the Development Committee. Prepares program reserve schedules and supports the capital planning budget review process through participation on the Development Committee.
- Responsible for administrative oversight and audit compliance with federal and state grant guidelines, billings, reconciliations and reporting.
- This position is also a key contact point person for external auditors during the annual Single Audit, Interim audit and Fiscal Year close audit.

Reporting directly to the Projects and Grants Finance Manager are the following positions:

- Accountant III
- Fixed Assets Accountant I

MINIMUM QUALIFICATIONS

The qualifications to perform successfully in this position are a Bachelor's Degree in Accounting, Finance, Business Administration, or closely related field from an accredited college or university. A CPA or related certification is preferred, but not required. This position should feature exceptional leadership, communication and presentation skills. The successful candidate should possess an understanding of airport capital budget cycles, federal and state grant programs, regulations affecting such grant programs, and business principles that relate to management of airport operations and facilities. The incumbent should possess a minimum of five years of progressively responsible experience at a medium or large governmental entity and preferably within an aviation authority.

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VISION STATEMENT

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Tampa International Airport

Position Title: *Projects Senior Business Analyst*

POSITION OVERVIEW

Reporting to the Projects and Grants Finance Manager this position will be responsible for providing analytical and reconciliation of the Authority's Capital Improvement Program (CIP). Responsibilities also include critical elements essential to the successful management of the Authority's long range CIP construction projects. The Projects Business Analyst must demonstrate considerable independent judgment and thinking ability. Additionally the ideal candidate will be comfortable working with various software applications, will have an eye for process improvements, and possess the ability to multitask in a fast paced environment.

POSITION ACCOUNTIBILITIES

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.

PRINCIPAL ACCOUNTABILITIES:

- Provides detailed reconciliations between the Authority's enterprise accounting system, Oracle, and ProLog Construction Project Management software.
- Updates project purchase orders after change orders and amendments are approved. Also assigns task numbers to project requisitions.
- Provides second layer of review for project payments before they are processed and released.
- Reviews, distributes, prepares and executes design work orders.
- Administration and compliance review of construction owners allowance work orders.
- Administration and compliance review of certified payrolls submission, sub-contractor list review and desk review. Also administration and issue resolution of certified payrolls interview verification.
- Produces a variety of Capital Improvement Program (CIP) financial reports. Also construction progress reporting to the US Census Bureau.
- Works with State/Federal database on capital projects (JACIP).

MINIMUM QUALIFICATIONS

Qualifications for this position include a bachelor's degree with a major in accounting, finance or closely related field and at least three to five years of experience in business analysis with a thorough understanding of construction costing and project management. In addition, the incumbent should have working knowledge of the Microsoft suite of software products. The ideal will have experience with Oracle EBS, or similar EBS system.

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Department:	Finance
Pos. No:	521026
Pay Grade:	E3 $65,500 - $136,200
Last update:	9/2020 Compensation

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Department:	Finance
Pos. No:	521026
Pay Grade:	E3 $65,500 - $136,200
Last update:	9/2020 Compensation

POSITION OVERVIEW

Reporting to the Director of Development Program Services this position performs project control management functions by managing, coordinating and reporting of medium sized construction projects (ranging from $100k to $75 million) for the Authority.

POSITION ACCOUNTIBILITIES

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.

- Performs project management administration work by managing, coordinating and reporting of medium sized projects (ranging from $100k to $75 million)
  - Review invoice and pay applications, change orders and work orders
  - Enforce compliance with Authority Policy and Procedures
- Manage the active and proposed Capital Improvement Program and assist in the preparation of the initial and updated PMPs for submission, review and approval by the Development Committee
- Review Capital Improvement Program schedules and their compliance with the Strategic Business Plan goals and provide monthly cash flow analysis
- Review individual Project Management Plans (PMP) for projects to be added to the Master Schedule for completeness and accuracy
- Prepares and/or monitors project budgets, monitors status of allocated funds and controls expenses.
- Formulation, maintenance and evaluation of the monthly Master Schedule and the 5, 10 and 20 year Capital Improvement Program schedules and their compliance with the goals and objective of the Strategic Business Plan
- Manage the Primavera Contract Manager (Project Management System – P6) and associated database
- Coordinate outside requests (Census Bureau, Insurance, Bonding, and outside auditors)
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year degree-granting college or university in construction management, finance or accounting, and four (4) years' experience in developing and processing project management documentation including schedules, budgets, cash flow and knowledge of processing project design and construction documentation.

JOB SPECIFIC COMPENTENCIES

- Knowledge of project management theory, techniques and tools
- Ability to effectively coordinate resources and manage these resources to a successful project outcome
- Ability to analyze the risks and future impact of decisions
- Ability to establish and maintain effective working relations with others within and outside own organization
- Ability to collect, organize and analyze data and develop logical conclusions
- Proficient in Microsoft Excel
- Working knowledge in Construction management software (Prolog, Primavera) is a real plus

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Department:	Finance
Pos. No:	521029
Pay Grade:	E3 ($65,500-$136,200) – **Exempt**
Last update:	8/2020 Compensation

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Department:	Finance
Pos. No:	521029
Pay Grade:	E3 ($65,500-$136,200) – **Exempt**
Last update:	8/2020 Compensation

POSITION OVERVIEW

Responsibilities involve a wide variety of accounting tasks in a governmental financial environment with many similarities to private industry. Communication skills are also an important criteria as the position will also involve interaction with various departments regarding financial activity. Additionally the ideal candidate will be comfortable working with various software applications, will have an eye for process improvements, and possess the ability to multitask in a fast paced environment.

POSITION ACCOUNTABILITIES

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.

- Primary duties include organizing, maintaining, reviewing, recording, and interpreting financial records, preparing financial statements and reports, and participating in the design and revision of manual and automated accounting systems.
- Analyze monthly financial activity and create journal entries to record a range of financial activity such as accruals, amortizations, payroll, inter-fund activity, book transfers, etc.
- Reconciles and balances financial statements and accounting records and ledgers. This includes monthly bank reconciliations and high value accounts that must be reconciled monthly.
- Assist with annual audit.
- May direct, supervise, and review the work of subordinate staff.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree in Accounting or Finance; and two years of experience as a professional accountant or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPETENCIES

- Knowledge of principles and accepted practices regarding fiscal and accounting books, records, and accounts.
- Knowledge of personal computers using word processing, spreadsheet, database, and various accounting software. Ideally will have experience with Oracle EBS.
- Ability to collect, organize and evaluate data and to develop logical conclusions.
- Ability to schedule, monitor, and review financial activities from various sources.
- Ability to establish and maintain effective working relationships with other departments and other employees.
- Ability to read, comprehend, and apply job related rules, policies and procedures.
- Ability to develop computer based spreadsheets, graphs, summaries, and reports.

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Tampa International Airport

Position Title: Senior Accountant – Fixed assets

POSITION OVERVIEW

Performs full range professional accounting duties for assigned accounting function. Work may involve performing a wide variety of accounting tasks in an agency or department with limited fiscal programs or participating in the work of a unit within a large centralized accounting operation.

POSITION ACCOUNTIBILITIES

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.*

- Creates and maintains fixed asset acquisitions, retirements and transfers in the Oracle Fixed Asset System.
- Develops new and modifies existing accounting procedures.
- Calculates depreciation for capitalized assets.
- Prepares journal entries and posts transactions to proper accounts.
- Prepares audit schedules and is the point of contact for questions from the external auditors.
- Conduct analyses related to fixed assets as requested by management.
- Conducts annual physical inventory counts of the capitalized equipment.
- Reconciles and balances the Oracle Fixed Asset Module with the General Ledger.
- Reconciles and balances the Oracle Projects Module with the General Ledger.
- Performs related work as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree in Accounting or Finance; and with two years of experience as a professional accountant or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of laws, rules and policies governing accounting books, records, and accounts.
- Knowledge of personal computers using word processing, spreadsheet, database, and various accounting software.
- Ability to collect, organize and evaluate data and to develop logical conclusions.
- Ability to analyze and audit accounting reports.
- Ability to read, comprehend, and apply job related rules, policies and procedures.
- Ability to develop computer based spreadsheets, graphs, summaries, and reports.

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Department:	Finance
Pos. No:	00315
Pay Grade:	E1 ($48,000-$100,200) - **Exempt**
Last update:	8/2018 Compensation

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Department:	Finance
Pos. No:	00315
Pay Grade:	E1 ($48,000-$100,200) - **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Senior Accountant

POSITION OVERVIEW

Performs full range professional accounting duties for assigned accounting function. Work may involve performing a wide variety of accounting tasks in an agency or department with limited fiscal programs or participating in the work of a unit within a large centralized accounting operation.

POSITION ACCOUNTIBILITIES

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.

- Creates, establishes, maintains and audits financial records, accounts, ledgers, and journals.
- Develops new and modifies existing accounting procedures.
- Analyzes accounting and fiscal data, records and reports for a large department/agency or as a lead worker for a functional business unit.
- Prepares complex journal entries and posts transactions to proper accounts to include moving funds across functional business units within assigned department/agency.
- Prepares summaries, trial balances, and related reports and statements to include department/agency wide scope of reporting.
- Conducts field audits and prepares comprehensive reports department/agency wide in scope.
- Reconciles and balances financial statements and accounting records and ledgers.
- May direct, supervise, and review the work of subordinate staff.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree in Accounting or Finance; and Two years of experience as a professional accountant.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of laws, rules and policies governing payroll, leave, fiscal and accounting books, records, and accounts.
- Knowledge of supervisory principles, practices and procedures.
- Knowledge of personal computers using word processing, spreadsheet, database, and various accounting software.
- Ability to collect, organize and evaluate data and to develop logical conclusions.
- Ability to schedule, assign, monitor, and review the work of subordinates.
- Ability to analyze and audit accounting, fiscal, payroll and leave data and reports.
- Ability to read, comprehend, and apply job related rules, policies and procedures.
- Ability to develop computer based spreadsheets, graphs, summaries, and reports.

TPA MISSION STATEMENT

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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.

Tampa International Airport

Position Title: *Senior Accounts Receivable Analyst*

POSITION OVERVIEW

Performs highly technical and supervisory professional duties analyzing and developing improved managerial policies, practices, methods, procedures, and organizational structures. Duties involve providing and coordinating responsible technical and professional assistance to departments and agencies by reviewing and independently analyzing a variety of complex organizational structures, procedures, and existing programs to include identifying areas where corrective action should be implemented.

POSITION ACCOUNTIBILITIES

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.

- Manages the billing rule function for the Authority, which entails translating terms/conditions of revenue contracts into the framework for an invoice.
- Supports the revenue contract managers in ensuring that all contractual obligations are met while also ensuring that all billing information is up-to-date with the latest drawings/space usage.
- Analyzes sales performance and investigates any variance between expected performance and actual performance. Ensures that revenue recognition is in line with the reported sales activities.
- Independently tracks contract expiration, renewals, & amendments to ensure that the contract managers are appropriately adhering to board approved contract terms.
- Actively communicates with tenants to ensure that all contact information is up-to-date.
- Works hand-in-hand with the billing team to ensure an effective and efficient flow of communication and contract changes.
- Performs highly complex independent research studies and makes conclusive recommendations.
- Reconciles various Authority revenue streams.
- Oversees monthly, quarterly, & annual compliance filing and tax reporting.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and three years of experience in the development, implementation, and evaluation of business methods and procedures; or any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of management principles, practices and procedures.
- Considerable knowledge of the organization, operating activities and administrative practices and policies of departments and agencies assigned.
- Considerable knowledge of analysis and research techniques, methods and procedures.
- Considerable knowledge of English spelling, grammar and punctuation.

Department:	Finance
Pos. No:	15620
Pay Grade:	E3 (65,500 - $136,200) - **Exempt**
Last update:	7/2020 WID

- Skill in conducting independent studies and analyses of organizational activities, programs, procedures and operating systems.
- Ability to work independently and analyze, interpret and accurately summarize complex business processes and detailed information.
- Ability to use considerable initiative and exercise sound judgment in making conclusive recommendations based on business needs.
- Ability to communicate effectively and persuasively, both verbally and in writing.
- Ability to participate effectively in the formulation of departmental policies and procedures.
- Ability to work effectively with others.
- Ability to set priorities, meet deadlines and multi-task.
- Ability to use a computer and related software.

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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.

Tampa International Airport

Position Title: *Senior Payroll Operations Coordinator*

POSITION OVERVIEW

Performs clerical-accounting work in the reviewing, processing, and maintenance of basic accounting or fiscal records. The work is performed under general supervision where the work assignments are varied and, although subject to instructions and established work routines. The worker is permitted some latitude to set own priorities subject to supervisor's approval.

POSITION ACCOUNTIBILITIES

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.

- Compiles data for preparation of operating budgets.
- Analyzes and audits accounting and fiscal data, records and reports.
- Prepares accounting and fiscal reports, statements, and summaries.
- Reconciles and balances financial statements and accounting records.
- Receives funds, prepares deposits, and reconciles bank statements.
- Posts transactions to proper accounts.
- May schedule, assign, monitor, review, train, evaluate, and coordinate the work of assigned staff.
- Performs related work as required.

MINIMUM QUALIFICATIONS

An Associate's degree with a major in Accounting or Finance; and two years of experience in bookkeeping or financial record keeping or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the principles, practices and procedures of the design, layout, and preparation of graphic art work.
- Considerable knowledge of various graphics software.
- Considerable knowledge of computer graphic techniques, electronic generation of type styles, and computerized layout.
- Considerable knowledge of art materials, supplies, equipment, printing practices, and photographic equipment.
- Considerable knowledge of automated and manual drafting and graphics techniques.
- Working knowledge of layout, reproduction, assembly, binding, and distribution of reports, booklets, pamphlets, and other printed matter.
- Skill in lettering, drawing, free hand sketching, drafting, and preparing materials for display or reproduction.
- Skill in producing accurate and detailed reproduction of requested graphics.
- Skill in the use of computer typesetting, electronic graphic equipment, cartographic equipment, and other related equipment utilized for commercial art or drafting purposes.
- Skill in the development and application of graphic arts.
- Ability to plan, create, design, and produce attractive and effective art operations at a professional level of competence.
- Ability to present various data in graphic, pictorial, tabular, and cartographic form.
- Ability to transform verbal and printed information into art work.
- Ability to meet critical deadlines.
- Ability to organize information into a logical presentation format.
- Ability to communicate effectively both verbally and non-verbally and in writing.
- Ability to work effectively with others.

Department:	Finance
Pos. No:	521021
Pay Grade:	E1 ($48,200 – 100,200) –**Exempt**
Last update:	9/2020 Compensation

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Tampa International Airport

Position Title: *Senior Planning Coordinator*

POSITION OVERVIEW

Reporting to the Financial Planning & Forecasting Manager, the Senior Planning Coordinator is responsible for supporting the management, planning, organizing and direction of certain aspects of the budgeting and financial planning activities for the Authority. Supports entire annual operating budget process (Enplanement, Expense, Revenue, & Workforce) from providing the budget guidelines and calendar to the executive team to producing the annual budget book and supporting analysis for the Authority's Board. Supports the management of budget amendments and calendar, recommending and implementing reallocation of funds throughout the fiscal year to meet the needs of all levels of upper management.

The Senior Planning Coordinator provides expertise, leadership and guidance to the Authority's staff; supporting the management, development, implementation, interpretation, and enforcement of the forecasting and budgeting process, policies, & procedures. Reviews and analyzes budget requests and financial planning issues to develop recommendations for all levels of Authority's staff. This position exercises considerable independent judgment in interpreting technical aspects of the budgeting and forecasting processes.

POSITION ACCOUNTIBILITIES

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.

- Supports the management of the completion of the $260+ million revenue and $130+ million annual and monthly operating and amendments to same. Researches, analyzes and prepares data on operating revenues and expenses.
- Supports the development and implementation of the calendar for the annual budget process as well as the monthly and annual forecasting process. Includes operating expenses, revenue budgets, the capital program, equipment requests, personnel requests, interest projections, rate calculations and budget submissions to the airlines and the Authority's Board.
- Provides guidance to staff in analysis of budget variances and monitors accuracy of departmental expenses.
- Supports complex budgeting and forecasting "what-if" scenarios regarding all elements of the budgeting and forecasting processes.
- Supports development and implementation of budgeting and forecasting policies and procedures, providing guidance to Authority management and staff regarding any issues.
- Supports preparation of budgeting and forecasting related documents for presentation to the airlines and the Authority's Board.
- Supports all system administrator functional duties as it relates to all modules of the Hyperion Planning & Budgeting system
- Supports the training development and deployment of Hyperion Planning & Budgeting to the Authority
- Provides monthly oversight to the workforce compensation module to ensure proper tracking of material personnel changes and decisions.
- Supports the maintenance of chart of accounts hierarchy in our Database Relationship Manager (DRM) system to ensure that all planning reports are in sync with the operations of the organization.
- Prepares annual enplanement and passenger facility charge collection projections for Federal Aviation Administration reporting requirements.
- Other responsibilities as necessary and required.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position include a bachelor degree from a recognized four-year college or university with a major in accounting, finance/financial planning or closely related field and at least five years of increasingly responsible budgeting, accounting and/or financial experience. In addition, the incumbent should have working knowledge of generally accepted accounting principles and expertize using the Microsoft suite of software products.

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Department:	Finance
Pos. No:	10685
Pay Grade:	E4 ($76,500-$158,000) – **Exempt**
Last update:	8/2018 Compensation

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Department:	Finance
Pos. No:	10685
Pay Grade:	E4 ($76,500-$158,000) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Director of General Aviation

POSITION OVERVIEW

Reporting to the Senior Director of Operations and Public Safety, this position is responsible for directing the operations and maintenance of the Authority's General Aviation airports and for coordinating the activities of the fixed base operator tenants at all of its airports.

The Director of General Aviation oversees the maintenance of airfields, buildings, equipment, and utilities at general aviation airports. The position supervises the Authority personnel assigned to General Aviation, to include, administrative, operations and maintenance personnel.

This position is responsible for maintaining a professional & co-operative relationship with tenants, fixed base operators, local community and government groups, and associations with interest in general aviation. Additionally, the position must maintain daily contacts with other department personnel at the Authority to coordinate activities and provide mutual assistance.

POSITION ACCOUNTIBILITIES

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.

- Oversees the day-to-day management, operations, and maintenance of the Authority's general aviation airports to safely and professionally operate the general aviation system in accord with all legal guidelines for airport operation.
- Coordinates with the Authority's Planning department and provides key input in administering the Authority's Height Zoning Regulations as they relate to general aviation airports to assure compliance and to protect the air space adjacent to Authority airports.
- Coordinates with the Authority's Maintenance department by reviewing and providing key input on plans for tenant alterations and construction schedule for work at general aviation airports to assure compliance with leases and development standards.
- Coordinates with the Authority's Properties and Contract Administration department by reviewing the preparation of final leases and agreements for general aviation facilities to assure that Authority interests are met.
- Responsible for the department's budgets for personnel, operations, maintenance, equipment and capital projects.
- Maintains a professional and co-operative relationship with individuals, groups and governmental agencies with an interest in general aviation as a whole and specifically the Authority's general aviation airports.
- Coordinates with the Authority's Public Information department to develop, implement and administer marketing and public relations programs and community outreach programs for the general aviation airports. Makes presentations to government, civic, neighborhood and other groups at the direction of the Executive Director on general aviation issues.
- Coordinates with the Authority's Planning department by providing key input on master planning and land use issues at the general aviation airports.
- Coordinates with the Authority's Planning & Development department and provides key input in the design, development and construction of capital improvements at the general aviation airports.

Department:	General Aviation
Pos. No:	00021
Pay Grade:	E6 ($103,700-$215,600) -**Exempt**
Last update:	8/2018 Compensation

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position include a Bachelor's degree in aviation management or the equivalent and at least five years of experience in airport management, maintenance or operations, including two years in a supervisory capacity. In addition, the incumbent should have knowledge of the features of airport construction, and knowledge of federal and state laws and regulations applying to airports, air traffic control and airport use. Having a current pilot's license would be a benefit to successfully performing in this position.

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Tampa International Airport

Position Title: *General Aviation Administrative Assistant*

POSITION OVERVIEW

Performs various complex administrative/secretarial duties, under general supervision, supporting the Director of General Aviation and other professional General Aviation staff members. May supervise subordinate administrative/clerical staff.

POSITION ACCOUNTABILITIES

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.

- Performs various complex administrative, secretarial, and confidential functions and duties supporting a divisional manager or senior divisional manager, and other professional staff.
- Composes, proofreads and edits correspondence, memos, spreadsheets, minutes, logs, and reports in final form, for approval or signature of divisional manager or senior divisional manager.
- Reviews and distributes for the divisional manager or senior divisional manager, detailed incoming and outgoing mail, electronic mail, correspondence, and statements.
- Schedules, coordinates and prepares meetings, meeting materials/handouts, appointments and conferences for divisional manager or senior divisional manager.
- Accesses and secures restricted, sensitive and confidential records or information.
- Researches and responds to requests for information and assistance, and determines priority status and refers to divisional manager or senior divisional manager, or other professional staff, as needed.
- Plans, organizes and coordinates division wide activities required by divisional manager or senior divisional manager, and other professional staff.
- May provide guidance and training, and review the work of others to ensure accuracy, completion and timeliness; may supervise lower level administrative/clerical staff.
- May take and transcribe dictation, verbally or from electronic sources; may take department meeting minutes for divisional manager or senior divisional manager.
- Performs other related duties as required.

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.

MINIMUM QUALIFICATIONS

An Associate's degree in Office Administration; and Two years of administrative/secretarial experience or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPETENCIES

- Knowledge of procedures, policies, and rules of assigned division or unit.
- Knowledge of processing administrative and secretarial procedures, such as word processing, files and records maintenance, transcription, and other related procedures.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Skill to carry out complex administrative, secretarial, and confidential duties to assist the division manager, senior division manager, or other professional staff.
- Skill in the use of computers, computer related software or programs, local networks, databases and internet search engines.
- Skill in communication and effective writing.
- Ability to transcribe documents and information from different sources.
- Ability to handle restricted, sensitive and confidential information.
- Ability to serve the public and represent the County with courtesy and professionalism.
- Ability to effectively lead or supervise lower-level administrative/clerical staff.

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Position Title: *General Aviation Maintenance Lead*

POSITION OVERVIEW

Performs supervisory or skilled work involving two or more trades in the construction, maintenance, and repair of buildings, equipment and facilities.

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.

- Supervises and participates in the erection of small structures and the more complex alteration, repair and maintenance of plumbing, electric, and water systems and/or fixtures, brick, cement, HVAC, and carpentry work.
- Supervise the work of skilled staff by scheduling, assigning and reviewing work, providing training and counseling, and evaluating performance.
- Makes drawings or sketches for repair work.
- Requisitions and maintains replacement parts in central stock to permit completion of repairs.
- Drives a vehicle to and from work sites.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and
Four years of experience as a skilled trades worker in two or more of the following trades: plumbing, electrical, carpentry, masonry, painting, or other skilled trades; and OR Any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below; and
Possession of a valid Driver License.

JOB SPECIFIC COMPETENCIES

- Considerable knowledge of procedures and techniques utilized in various construction trades.
- Considerable knowledge of the construction and maintenance of various types of buildings and facilities.
- Considerable knowledge of airfield mowing and operation of heavy equipment.
- Some knowledge of safety procedures and safety equipment.
- Skill in the use of hand and electrical tools and equipment used in building and construction.
- Ability to read and interpret blueprints and drawings.
- Ability to prioritize work.
- Ability to plan, organize and supervise the work of others.
- Ability to work effectively with others.
- Ability to perform a variety of physical tasks.

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Department:	General Aviation
Pos. No:	5 Positions
Pay Grade:	NE3 ($17.36 – $32.55) – **Non Exempt**
Last update:	9/2020 Compensation

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Department:	General Aviation
Pos. No:	5 Positions
Pay Grade:	NE3 ($17.36 – $32.55) – **Non Exempt**
Last update:	9/2020 Compensation

Tampa International Airport

Position Title: *General Aviation Maintenance Operations Manager*

POSITION OVERVIEW

This position reports to the Senior Manager, General Aviation and is responsible for all compliance, safety and emergency preparedness at the Aviation Authority's four (4) General Aviation airports; Peter O Knight (TPF), Plant City (PCM), Tampa Executive (VDF) and GA operations at Tampa International Airport. This position will be responsible for all maintenance, operation and safety coordination. This position will provide operational support to the Senior Manager of General Aviation in conjunction with the General Aviation Manager – Business and Administration, including management of departmental actives.

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, organizes and coordinates on-site activities required for the safe and efficient functioning of the General Aviation airports.
- Coordinates and works directly with the Senior Manager of General Aviation regarding construction and project management of airport facilities.
- Plans, organizes and coordinates public events for all General Aviation airports.
- Responsible for supervision of all maintenance personnel assigned to the General Aviation airports.
- Develops and updates airport emergency plans; conducts airport emergency training, coordinating exercises and drills.
- Works closely with a dynamic network of individuals and fosters a team approach to improve operations and facilities.
- Ensures operational safety and compliance with laws, regulations, policies, and contractual terms; addresses discrepancies.
- Provides information to the public and Airport users regarding FAA regulations and FDOT requirements; ensures that aircraft owners and operators comply with regulations regarding ground traffic, air traffic patterns, parking and other safety rules and regulations.
- Responds to emergencies and provides assistance and coordination; notifies proper emergency response organizations.
- Ensures fire and building code compliance and the regular inspection of facilities by proper authorities.
- Provides for necessary Airport grounds and facilities maintenance program; coordinates required maintenance of vegetation control on the Airport runways, taxiways and ramps.
- Conducts inspections to ensure grounds and facilities are kept in a clean and orderly condition.
- Monitors and supervises maintenance of project records and documentation.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and four years of management experience directly related to the position duties or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPETENCIES

- Knowledge of FAA compliance requirements and FDOT rules and regulations.
- Ability to effectively coordinate resources and manage these resources to a successful project outcome.
- Ability to analyze the risks and future impact of decisions.
- Ability to establish and maintain effective working relations with others within and outside own organization.
- Ability to collect, organize and analyze data and develop logical conclusions.
- Skill in developing tracking systems to monitor work progress.

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Position Title: General Aviation Manager, Business & Administration

DEPARTMENT POSITION DESCRIPTION

Reporting to the Director of General Aviation this position is responsible for all business administration at the Aviation Authority's three(3) General Aviation airports; Peter O Knight (TPF), Plant City (PCM), Tampa Executive (VDF) and GA activities at Tampa International Airport. This position will be responsible for event coordination and marketing coordination relating to aeronautical and non-aeronautical general aviation development. This position will provide strategic support to the Director of General Aviation in conjunction with the General Aviation Senior Manager, Operations and Maintenance, including maintenance of departmental activities. Strong working knowledge of General Aviation is a must.

POSITION RESPONSIBILITIES

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.*

- Develop and maintain reports necessary to monitor business and financial trends.
- Attends daily debrief to present departmental updates in the absence of the department Director or Senior Manager.
- Develops content and prepares presentations in coordination with the Director of General Aviation for meetings and events, including quarterly tenant meetings, Executive Team and regular Board meetings.
- Coordinates and collaborates with other Aviation Authority departments that support the Authority's aeronautical and non-aeronautical general aviation development.
- Prepares and/or monitors project budgets, monitors status of allocated funds and controls expenses.
- Prepares and analyzes statistical reports and develops and reviews goals and objectives with the Director of General Aviation and Senior Manager-Operations and Maintenance.
- Is able understand, interpret and present business aviation terminology in a way that is quantifiable and presentable to Senior Leadership.
- Assists in the development and implementation of policies and procedures for the Aviation's General Airport System.
- Coordinates general aviation related development.
- Maintains and updates policies, procedures, rules and regulations as required.
- Builds and maintains strong relationships with tenants and clients.
- Must be available during non-standard hours during irregular operations or emergencies.
- Performs related work as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year degree-granting college or university; or any equivalent combination of education, training and experience that would reasonably be expected to provide the position responsibilities noted above. Certified Member (CM) of the American Association of Airport Executives is strongly desired.

JOB SPECIFIC COMPETENCIES

Department:	General Aviation
Pos. No:	261004
Pay Grade:	E3 $65,500 -$126,200
Last update:	9/2019 Compensation

- Thorough knowledge of current Federal Aviation Administration regulations and advisory circulars.
- Thorough knowledge of airport operation, safety, and maintenance processes and procedures.
- Thorough knowledge of effective management methods and practices.
- Must be able to work well under pressure in a fast paced environment.
- Ability to coordinate contracts and leases, and to prepare and recommend long-range plans and policies.
- Industry certification or accreditation strongly desired.
- Must be able to use Word, PowerPoint and Outlook and use appropriate business writing techniques.
- Must be proficient in using advanced technology as part of the job requirement.
- An ideal candidate can make sound decisions in the absence of management.
- Ability to define tasks and milestones to achieve objectives.
- Ability to establish and maintain effective working relationships with others within and outside own organization.
- Ability to communicate effectively orally and in writing.
- Ability to use initiative and exercise sound judgement.
- Ability to collect, organize and evaluate data to develop logical conclusions.

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Vision Statement

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Department:	General Aviation
Pos. No:	261004
Pay Grade:	E3 $65,500 -$126,200
Last update:	9/2019 Compensation

POSITION OVERVIEW

Reporting to the Director of General Aviation, this position manages medium sized projects. These projects are characterized as having a project value of at least $20 million and crosses multiple business units or departments with similar or related functions. The projects managed have some project visibility, impact and risk at the Agency or County level.

POSITION ACCOUNTIBILITIES

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.

- Performs project management work by managing, coordinating and implementing medium sized projects. Participates in the development of the scope of work.
- Establishes administrative procedures and guidelines to ensure effective project/program outcomes.
- Prepares contract drafts, requests for proposal and other related documents for review. Creates project schedules and controls resources to ensure timely completion of project.
- Prepares and/or monitors project budgets, monitors status of allocated funds and controls expenses.
- Coordinates with other sections and departments to ensure efficient flow of communications and services.
- Reviews and acts on project management, administrative, and operational problems.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and four years of program/project management experience directly related to the position duties or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of project management theory, techniques and tools.
- Ability to effectively coordinate resources and manage these resources to a successful project outcome.
- Ability to analyze the risks and future impact of decisions.
- Ability to establish and maintain effective working relations with others within and outside own organization.
- Ability to collect, organize and analyze data and develop logical conclusions.
- Skill in developing tracking systems to monitor work progress.

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Department:	General Aviation
Pos. No:	261002
Pay Grade:	E5 ($89,000-$185,000) – **Exempt**
Last update:	3/2019 Compensation

Tampa International Airport

Position Title: *Assistant General Counsel*

POSITION OVERVIEW

This position assists in legal matters for the Authority and is responsible for the performance of a wide variety of legal duties including researching legal issues, preparing memorandums of law, providing advice to staff and reviewing leases, contracts and agreements for the Authority such as airline agreements, concession/commercial development agreements, land acquisition and ground leases, construction and consultant agreements and the lease of airport facilities at the Authority's four airports.

This position will review the legal sufficiency of contracts and agreements in accordance with federal, State, local and Authority operating directives, rules and regulations. Experience with and knowledge of Florida Public Records Act and Florida Sunshine Law a plus. The incumbent will assist in ensuring that contracts, leases and agreements clearly define the interests of the parties involved; are consistent; accurately identify the parties' obligations; outline performance standards and DBE goals and expectancies; and represent the current regulatory environment.

POSITION ACCOUNTIBILITIES

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.

- Review contracts, grant agreements, concession agreements, vendor agreements, user agreements, leases, easements, permits and similar documents.
- Draft and preparation of contracts or other legal documents.
- Provide research services for various legal issues.
- Research and prepare memorandums of law for various legal issues.
- Administrative dispute resolution.
- Overseeing outside counsel litigation.
- Attend depositions, court hearings and other matters on behalf of the Authority.
- Other duties and assignments as may be required.

MINIMUM QUALIFICATIONS

Juris Doctor degree from an accredited school of law; admission to the Florida Bar; and a minimum of 2-3 years' experience in local governmental law (preferred), insurance, construction, finance, or real property.

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Tampa International Airport

Position Title: Executive Assistant

POSITION OVERVIEW

The Executive Assistant provides administrative support for a Vice President (VP), and is responsible for the overall effective administration of the VP's office and its interactions with internal and external stakeholders. In managing the VP's overall calendar, the Executive Assistant understands priorities and uses good judgment to manage inevitable conflicts in requests for meetings and also is able to screen out or manage lower priority activities. The Executive Assistant to the VP interacts with the Leadership Team, Board members, staff, volunteers and stakeholders.

POSITION ACCOUNTIBILITIES

- Manages VP's calendar (internal and external activities), develop and/or organize materials and coordinate logistics for meetings. Creates contact reports and keeps track of next steps as appropriate.
- Draft and/or proof communications, correspondence, presentations, minutes, agendas and other administrative documents as needed for VP
- Serves as liaison to the Leadership Team (VP's direct reports)
- Manages the overall flow of information and communication about decisions from the VP's office to staff and other members of leadership
- Create and maintain systems and procedures to ensure effective implementation of the VP's directives
- Arranges complex travel plans for the VP and other staff when required
- Prepares and reconciles expense reports (including travel) expenses in electronic system on behalf of VP

MINIMUM QUALIFICATIONS

Qualifications to perform successfully in this position include graduation from an accredited four-year degree granting college or university in Business Administration, Public Administration or a related field and at least five years of extensive experience in an executive administrative support position.

Demonstrated typing and computer related skills and the ability to communicate effectively orally and in writing. Must be able to work in a fast paced environment, work flexible hours, and have a strong attention to detail. Excellent organizational and interpersonal skills are required.

JOB SPECIFIC COMPENTENCIES

- Advanced reasoning abilities are required to perform all essential accountabilities of this position.
- Exceptional verbal, written communication and interpersonal skills
- Excellent organizational skills for handling a variety of details and setting administrative and production priorities.
- Ability to work under pressure and can follow through to completion of assigned projects
- Ability to work in a flexible work environment that may require extra or varied hours
- Advanced knowledge, skill and ability of office management practices, current office technology and related computer programs including but not limited to Microsoft Office

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Department:	Gem Counsel-Legal Affair
Pos. No:	10516
Pay Grade:	E1 ($48,200 – $100,200) – **Exempt**
Last update:	8/2018 Compensation

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Pos. No:	10516
Pay Grade:	E1 ($48,200 – $100,200) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Board Services Administrator

POSITION OVERVIEW

Reporting to the Chief Executive Officer, this position performs highly independent and administrative supportive duties for Board Members of the Hillsborough County Aviation Authority. Duties would include having direct knowledge of confidential interactions of Board Members with internal and external projects.

In addition to members of the Authority's Board, this position routinely interacts with the Chief Executive Officer and senior staff, representatives from the private sector, and state and local governmental officials. This position is challenged with projecting a positive image on behalf of the Authority in all such interactions.

POSITION ACCOUNTIBILITIES

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.

- Prepares and coordinates all functions related to the monthly meeting of the Authority's Board, to include the agenda, minutes, resolutions, PowerPoint presentations, etc.
- Maintains a calendar of events for Board Members; schedules and provides notice to ensure they are aware of meetings, events and other obligations related to their duties as members of the Board.
- Coordinates and prepares correspondence for the members of the Board and drafts appropriate responses to public inquiries.
- Provides PowerPoint presentations or other informational materials for presentations to or by members of the Board.
- Makes travel arrangements and coordinates submission of travel expenses for payment or reimbursement.
- Performs other related complex and confidential duties as required.

MINIMUM QUALIFICATIONS

The minimum qualifications to perform successfully in this position include graduation from an accredited four-year degree granting college or university in Public Administration or a related field and four years of extensive experience in an administrative support position. Demonstrated typing and computer related skills and the ability to communicate effectively orally and in writing. Experience in high energy firm managing multiple and complex tasks.

OR

Demonstrated and related work experience may be substituted on a year-for-year basis for the educational requirements.

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Department:	General Counsel-Legal Affair
Pos. No:	00365
Pay Grade:	E2 ($56,200 – $116,800) – **Exempt**
Last update:	8/2018 Compensation

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Department:	General Counsel-Legal Affair
Pos. No:	00365
Pay Grade:	E2 ($56,200 – $116,800) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Senior Legal Administrator

POSITION OVERVIEW

POSITION ACCOUNTIBILITIES

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year degree granting college or university; and at least two years of experience as a paralegal/legal secretary in the areas of real estate, litigation, government law, construction, bankruptcy, and/or contract law.

Substitution: An Associate's degree from an accredited college or university and four years of experience as a paralegal/legal secretary in the above areas; or

Graduation from high school or possession of a GED certificate; and five years of experience as a paralegal/legal secretary in the above areas.

JOB SPECIFIC COMPENTENCIES

- Manages the department administrative services to include, but not be limited to, establishing internal procedures, coordinating department goals, maintaining a comprehensive central filing system, monitoring outside counsel expenditures, and agreements, and coordinating and preparing agendas for department meetings.
- Prepares budget needs for the department and monitors status of allocated funds and expenditures.
- Performs legal and general research as needed and provides accurate oral and written communication outlining information assembled and, when needed, recommended actions.
- Serves as liaison between the Legal Affairs department and Authority Board members, Authority staff, outside attorneys, governmental agencies and the traveling public.
- Drafts agenda titles, summaries and PowerPoint slides on department items to be presented to the Authority Board.
- Monitors the department's legislative tracking process, disseminating bills to appropriate attorney for evaluation, coordinates comments to Authority legislative lobbyist.
- Performs executive and legal administrative work to include typing, scheduling, filing, transcribing dictation, ordering supplies, and composing and editing correspondence for General Counsel and Assistant General Counsel Signature.
- Performs other related duties as required.

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Department:	General Counsel-Legal Affair
Pos. No:	10414
Pay Grade:	E2 ($56,200-$116,800) – **Exempt**
Last update:	8/2018 Compensation

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Department:	General Counsel-Legal Affair
Pos. No:	10414
Pay Grade:	E2 ($56,200-$116,800) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: *Director of Guest Services*

POSITION OVERVIEW

Reporting to the Executive Vice President of Operations and Customer Service, this senior leadership position is crucial to Tampa International Airport's (TPA) overall guest experience. The Director of Guest Services is responsible for the planning, development, and implementation of key programs which enhance the airport guest experience. This position is responsible for the development and supervision of the Guest Services Team, as well as the Airport's Volunteer Ambassador Program, Airport Tour Program, and other community outreach programs that promote Tampa International Airport.

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 strong leadership to all Department employees while promoting and maintaining strong employee morale. Leads by example and establishes strong trust based relationships with direct reports and employees.
- Identify and develop effective front line managers that are capable of engaging their employees, building trust and holding themselves and their direct reports accountable for results.
- Establish and communicate clear performance expectations and standards to all Department employees. Provide timely performance feedback to direct reports and other employees as needed.
- Create and maintain a rewarding and productive work environment.
- Establish leadership and overall direction of the Airport's Guest Services programs.
- Continue to grow and enhance the Volunteer Ambassador Program.
- Must maintain collaborative and productive relationships with internal departments and staff, airlines and tenants, representatives of the business community, civic organizations and other groups relevant to the Authority's business.
- Collaborate with US Customs and Border Protection, Airport Operations, Marketing and IT to enhance the international arrival experience for passengers.
- Ensure an exceptional guest experience for all specialized events within the Tampa Bay Area as the Airport is the guest's first impression and face of the region for many visitors. Previous specialized events in the Tampa Bay Area include Super Bowl, National College Football Championship, Democratic/Republican National Conventions, International Indian Film Academy (IIFA Awards).
- Responsible for tracking, analyzing, reporting, and handling of all guest compliments and complaints.

MINIMUM QUALIFICATIONS

Recommended Bachelor's Degree in Hospitality Management, Aviation Management, Business Administration or other related field. At least seven years of increasingly responsible customer-facing roles. Must be able to pass a pre-employment drug screen as well as complete and successfully pass the TSA badging and background process.

JOB SPECIFIC COMPETENCIES

- A visible and charismatic leader that is able to inspire and motivate employees, and is able to make difficult and sometime unpopular decisions.
- Results driven, possesses solid execution skills with a demonstrated track record of getting things done.
- Team player that is passionate with an ability to inspire others to follow.
- Visionary and forward thinking.
- Must possess a track record with proven results in enhancing guest experience.
- Creative and persuasive with an ability to conceive and implement new and innovative ideas.
- Ability to work in a fast-paced environment and effectively balance multiple competing priorities.
- Ability to make presentations to Executive level leadership and Board of Directors.

Department:	Guest Services
Pos. No:	00020
Pay Grade:	E6 – ($103,700-$215,600) Exempt
Last update:	8/2018 Compensation

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Department:	Guest Services
Pos. No:	00020
Pay Grade:	E6 – ($103,700-$215,600) Exempt
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Guest Services Coordinator

POSITION OVERVIEW

Provides support to the Director of Guest Services in the area of department budget, reporting, supply inventory, uniform orders, scheduling of airport tours, and general administrative duties. Assist Volunteer Services Manager with training, scheduling, and coordination of 210 + volunteers. May supervise volunteers in the absence of Volunteer Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Provides administrative support to the overall Guest Services Department and Volunteer Services Program.
- Assists with day-to-day contact with GSR's and Volunteer Ambassadors as they perform their duties, maintaining an open line of communication to provide information as needed and resolves conflicts as they arise.
- Records management of the Guest Services and Volunteer Ambassador Program to include both hard copy and computer files on Excel and a logistics software platform.
- Maintains schedules for the Airport Tour Program through a web based calendar. Ensuring availability of tour guide personnel, tour bus availability, and collateral supplies.
- Assists with department recruiting.
- Coordinate with various agencies to obtain literature for the Volunteer Information Centers on a regular basis, keeping them informed of required amounts of literature needs and ensuring we have an adequate supply at all times. Agencies include the Convention & Visitors Bureau's from the surrounding communities (Tampa Bay & Company, Visit St. Petersburg/Clearwater), HART Bus Lines and other agencies as deemed necessary.
- Other duties that may be necessary for day-to-day Guest Services and Volunteer Services operations.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and two of customer service experience; or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of principles and processes for providing customer service, such as assessing customer needs, meeting quality standards for service, and evaluating customer satisfaction.
- Skill in managing ones own time and the time of others.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions or approaches.
- Proficient in computer related programs pertaining to budget controls and scheduling.
- Ability to use discretion and independent judgment in evaluating information.
- Knowledge of the functions, activities, requirements and objectives of the specific program/functional area to which assigned.
- Knowledge of organizational and program promotional methods and procedures relating to administrative support.

- Knowledge of budget management practices and procedures.
- Ability to organize programs and special events.
- Ability to monitor, oversee and provide guidance to GSR's, volunteers, clients and other employees.
- Ability to maintain files and records and prepare reports and correspondence.
- Ability to make presentations to large groups.
- Ability to organize and to multi-task.

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POSITION OVERVIEW

Performs managerial duties for Guest Services department which provides customer service to airport passengers. Position responsible for planning, coordinating and supervising assigned Senior Guest Services, Guest Services and administrative support, employees.

POSITION ACCOUNTIBILITIES

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- Manages the day-to-day operations of a medium sized unit/section, and coordinates and administers assigned programs and resources.
- Directs the allocation of resources to achieve timely outcomes and meet goals.
- Supervises and provides guidance and training to assigned administrative, clerical, technical and/or maintenance staff; assigns, monitors and reviews work; evaluates performance and initiates corrective action as needed, including termination.
- Reviews and acts on administrative and operational problems.
- Develops work standards and guidelines for assigned unit/section; implements goals, objectives, policies and procedures for assigned unit/section.
- Clarifies and resolves day-to-day issues regarding organizational policies, practices, programs and projects.
- Assesses staffing needs and identifies shortfalls; interviews, recruits and hires new staff.
- Monitors status of allocated funds and controls expenses.
- Coordinates with other units/sections within own organization and external agencies/departments to ensure efficient flow of communications and services.
- May represents the agency/department/division at meetings, functions, and events.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Minimum

JOB SPECIFIC COMPENTENCIES

- Working knowledge of …

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Tampa International Airport

Position Title: *Guest Services Representative*

POSITION OVERVIEW

Reporting to the Guest Services Supervisor, the Guest Services Representative (GSR) Performs informational and referral duties to assist the public in locating and/or accessing various services provided by Tampa International Airport and other community agencies.

Performs informational and referral duties to assist guests while anticipating and responding to their needs to enhance the overall guest experience at Tampa International Airport.

POSITION ACCOUNTABILITIES

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- Provides information and assistance to Airport guests concerning the use of the facility, available services, local attractions and flight information.
- Provide direction and assistance to incoming international passengers in the Federal Inspection Station, and formulates detailed reports to Aviation Authority staff on significant observations. Follow up on reported issues to ensure that the problem has been corrected.
- Conducts educational walking tours of the Airport terminal for the schools, groups, and community organizations.
- Conducts educational bus tours of the airfield for the schools groups, and community organizations.
- Provides VIP tours as necessary.
- Monitors escalators, elevators, shuttle cars, and the monorail system concerning accidents and outages.
- Acts as an official representative of the Aviation Authority at school fairs, festivals, and community functions. Maintains a booth or display, providing literature and promotional items.

MINIMUM QUALIFICATIONS

Graduation from a high school or possession of a GED Certificate; and two years of customer service experience in a public contact capacity. Must be able to pass a pre-employment drug screen as well as complete and successfully pass the TSA badging and background process.

JOB SPECIFIC COMPETENCIES

- Working knowledge of Airport and community resources and of available information and service sources.
- Working knowledge of office practices and procedures.
- Skill in making presentations to groups.
- Ability to deal courteously and effectively with the public.
- Ability to communicate effectively both orally and in writing.
- Ability to organize and maintain files and records.
- Ability to operate general office equipment.
- Ability to work effectively with others.

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TPA VISION STATEMENT

Department:	Guest Services
Pos. No:	Multi
Pay Grade:	NE2: $15.82-$29.66 Non-Exempt
Last update:	8/2018 Compensation

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Department:	Guest Services
Pos. No:	Multi
Pay Grade:	NE2: $15.82-$29.66 Non-Exempt
Last update:	8/2018 Compensation

POSITION OVERVIEW

Performs supervisory duties for Guest Services department providing customer service to airport passengers. Position responsible for daily planning, coordinating and supervising assigned Senior Guest Services, Guest Services and administrative support, employees.

POSITION ACCOUNTIBILITIES

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.*

- Supervise the day-to-day operations of a medium sized unit/section, and coordinates and administers assigned programs and resources.
- Directs the allocation of resources to achieve timely outcomes and meet goals.
- Supervises and provides guidance and training to assigned staff; assign, monitor and review work; provides feedback to management on performance of team members.
- Reviews and acts on administrative and operational problems.
- Assist in the development of work standards and guidelines for assigned unit/section; implements goals, objectives, policies and procedures for assigned unit/section.
- Clarifies and resolves day-to-day issues regarding organizational policies, practices, programs and projects.
- Assesses staffing needs and identifies shortfalls; assist in interviews, recruiting and hires new staff.
- Coordinates with other departments and external agencies/departments to ensure efficient flow of communications and services.
- May represents the agency/department/division at meetings, functions, and events.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from a high school or possession of a GED Certificate; and two years of customer service supervisory experience leading a team of five or more in a public contact capacity **AND a**bility to obtain CDL Class C driver's license within six-month probationary period: must be able to work nonstandard hours including weekends and holidays.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of Airport and community resources and available informational services.
- Ability to lead others effectively.
- Ability to maintain positive employee engagement.
- Working knowledge of office practices and procedures.
- Ability to develop and assign work schedules.
- Skill in making presentations to groups.
- Communicate effectively both oral and written.
- Working knowledge of Microsoft Word, Excel, and PowerPoint.
- Ability to work courteously and effectively with the public.

TPA MISSION STATEMENT

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Tampa International Airport

Position Title: *Lost and Found Property Control Coordinator*

POSITION OVERVIEW

Reporting to the Guest Services Manager, this position performs day-to-day administrative duties for the Lost and Found Property Control Room.

POSITION ACCOUNTIBILITIES

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.*

- Receives, verifies and registers items submitted to Lost and Found; logs property information into Property Administration System to create item numbers.
- Maintains basic manual and automated file systems for the Lost and Found Property Room and the Police Department Evidence Room.
- Assists with airport patron and staff inquiries and searches files regarding lost and abandoned property.
- Assists public with the identification and return of property.
- Reviews forms, documents and other materials for accuracy and completeness.
- Operates office equipment such as computers, copiers, telephones, shredders, and credit card readers.
- Performs other clerical duties such as photocopying, ordering and issuing supplies, sending, receiving, sorting, distributing mail, and preparing items for FEDEX shipping back to owners.
- Maintains custody of supplies and other property.
- Makes recommendations for improvements of policies, procedures and guidelines for operational efficiency and effectiveness of the lost and found processes.
- May be required to review police reports and other sensitive documents.
- Processes, preserves and disposes of property collected by the Tampa International Police Department and held as evidence, safekeeping and found property.
- Maintains and preserves evidence records.
- Release property and evidence to crime lab, courts, law enforcement agencies, and TIAPD officers and ensures compliance with applicable rules, regulations and chain of custody procedures.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate and three or more years of clerical experience or an equivalent combination of education, training and experience that would reasonably be expected to provide the job specific competencies noted below.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Knowledge of general office policies, procedures, and practices
- Knowledge of English grammar, punctuation and spelling
- Skill in the use of computers, computer related software or programs, charting and graphing of data
- Skill in communication and effective writing
- Ability to proof own work and the work of other personnel
- Ability to establish and maintain effective working relationships with others within and outside of the Authority
- Ability to use considerable initiative, think independently, exercise sound judgment, and to multi-task

Department:	Guest Services
Pos. No:	3 Positions
Pay Grade:	NE3 (17.36 - $32.55) Non-Exempt
Last update:	8/2018 Compensation

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Department:	Guest Services
Pos. No:	3 Positions
Pay Grade:	NE3 (17.36 - $32.55) Non-Exempt
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: *Senior Guest Services Representative*

POSITION OVERVIEW

Performs informational and referral duties to assist the public in locating and/or accessing various services provided by the County and other community agencies.
Performs informational and referral duties to assist guests while anticipating and responding to their needs to enhance the overall guest experience at Tampa International Airport.

POSITION ACCOUNTIBILITIES

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.

- Provides information and assistance to Airport guests concerning the use of the facility, available services, local attractions and flight information.
- Provide direction and assistance to incoming international passengers in the Federal Inspection Station, and formulates detailed reports to Aviation Authority staff on significant observations. Follow up on reported issues to ensure that the problem has been corrected.
- Conducts educational walking tours of the Airport terminal for the schools, groups, and community organizations.
- Conducts educational bus tours of the airfield for the schools groups, and community organizations.
- Provides VIP tours as necessary.
- Monitors escalators, elevators, shuttle cars, and the monorail system concerning accidents and outages.
- Acts as an official representative of the Aviation Authority at school fairs, festivals, and community functions. Maintains a booth or display, providing literature and promotional items.
- Acts as a public speaker and official representative of the Aviation Authority when requested by schools, civic or business organizations.
- Assists with, lost articles, reporting suspicious items, and facilitating professional assistance for guests requiring police or medical aid.
- Assists with routine office duties and updating reference materials.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from a high school or possession of a GED Certificate; and two years of customer service experience in a public contact capacity AND ability to obtain CDL Class C driver's license within six-month probationary period; must be able to work nonstandard hours.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of Airport and community resources and of available information and service sources.
- Working knowledge of office practices and procedures.
- Skill in making presentations to groups.
- Ability to deal courteously and effectively with the public.
- Ability to communicate effectively both orally and in writing.
- Ability to organize and maintain files and records.
- Ability to operate general office equipment.
- Ability to work effectively with others.

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Department:	Guest Services
Pos. No:	Multiple
Pay Grade:	NE3 ($17.36– $32.55) – Non **Exempt**
Last update:	8/2018 Compensation

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Department:	Guest Services
Pos. No:	Multiple
Pay Grade:	NE3 ($17.36– $32.55) – Non **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: *Senior Lost and Found Property Control Coordinator*

POSITION OVERVIEW

Reporting to the Guest Services Manager, this position performs day-to-day operational administration and coordination duties for a small functional unit which provides routine programs and services in any of a large variety of departments and agencies, with responsibility for planning, coordinating, supervising and controlling assigned resources to achieve unit/section objectives. Position is an entry level manager and managers in this class typically manage clerical, maintenance and technical employees.

POSITION ACCOUNTIBILITIES

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- Coordinates the day-to-day operations of the airport's lost and found program, to include cataloguing items and making every attempt to find the owners.
- Responds to airport patrons' inquiries regarding lost and abandoned property and preparing items for return/shipping back to the rightful owner.
- Supervises and provides guidance and training to assigned staff; assigns, monitors and reviews work; evaluates performance, and initiates corrective action
- Develops and implements goals, policies, procedures and guidelines to ensure operational efficiency and effectiveness of the lost and found processes
- Assesses staffing needs and identifies shortfalls; assists with interviews, recruiting and hiring of new staff.
- Participates in budget development by providing justification and persuasive arguments for proposals, supplies and equipment needed for lost and found.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and two years of experience managing property control/intake and return or an Associate's degree and four years of experience managing property control/intake and return or a high school diploma or possession of a GED certificate and five years of the experience managing property control/intake and return.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Knowledge of policies, procedures, and rules of the assigned to Public Safety and the Lost and Found area.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar
- Skill in the use of computers, computer related software or programs, charting and graphing of data
- Skill in communication and effective writing
- Excellent oral and written communications skills
- Ability to establish and maintain effective working relationships with others within and outside of the Authority
- Ability to use considerable initiative, think independently, and exercise sound judgment

Department:	Guest Services
Pos. No:	2 Positions
Pay Grade:	NE5 (20.96 - $39.23) Non-Exempt
Last update:	8/2018 Compensation

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Department:	Guest Services
Pos. No:	2 Positions
Pay Grade:	NE5 (20.96 - $39.23) Non-Exempt
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: **Senior Manager of Guest Services**

POSITION OVERVIEW

Reporting to the Director of Guest Services, the Senior Manager of Guest Services is responsible for the implementation of key programs which enhance the airport guest experience. This position is responsible for the supervision, scheduling, and evaluations of the Guest Service Managers. The position will have oversight of the Volunteer Ambassador Program, Airport Tour Program, and temporary Customer Service Representatives (CSR) team. The incumbent will be called upon to assist in other community outreach programs that promote Tampa International Airport.

Reporting directly to the Senior Manager of Guest Services are the following positions:

- Guest Services Manager(s) (GSM)
- Volunteer Services Coordinator

POSITION ACCOUNTIBILITIES

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.

- Provides strong leadership to Department Managers while promoting and maintaining positive employee morale. Leads by example by establishing strong trust based relationships with direct reports and employees.
- Identify and develop effective front line leaders that are capable of engaging their employees, building trust, and holding themselves and their direct reports accountable for results.
- Carry out and communicate clear performance expectations and standards to all Department employees.
- Provide timely performance feedback to direct reports and other employees as needed.
- Work with Director on establishing leadership and overall direction of the Airport's Guest Services program.
- Create and maintain a rewarding and productive work environment
- Research and conduct feasibility studies on additional services to enhance guest experience to include concierge and VIP services. Work collectively with partner airlines and TSA on TPA360 program for autistic travelers.
- Collaborate with US Customs and Border Protection, Airport Operations, Marketing, and IT to enhance the international arrival experience for passengers.
- Ensure exceptional guest experience for all specialized events as requested.

Leadership Qualities:

- Strong leadership, team-building and consensus-building skills required.
- Results driven, accountable and decisive with an ability to execute plans that are operationally sound.
- Visible, enthusiastic, and a high energy level.
- Strong interpersonal, oral and written communication skills.
- Strong analytical and problem resolution skills required.

MINIMUM QUALIFICATIONS

The qualifications to perform successfully in this position are a Bachelor's Degree in Hospitality Management, Airport Operations/Management, Business Administration, or closely related field from an accredited college or university. The incumbent should possess exceptional leadership, communication and presentation skills. Successful candidate should possess an understanding of the airport customer experience and the ability to anticipate customer's needs in advance.

The incumbent should have a minimum of five years of progressively responsible experience at a medium or large HUB airport in customer experience and terminal operations or a large public facility.

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POSITION OVERVIEW

Performs managerial duties for Guest Services department which provides customer service to airport passengers. Position responsible for planning, coordinating and supervising assigned Senior Guest Services, Guest Services and administrative support, employees.

POSITION ACCOUNTIBILITIES

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- Manages the day-to-day operations of a medium sized unit/section, and coordinates and administers assigned programs and resources.
- Directs the allocation of resources to achieve timely outcomes and meet goals.
- Supervises and provides guidance and training to assigned administrative, clerical, technical and/or maintenance staff; assigns, monitors and reviews work; evaluates performance and initiates corrective action as needed, including termination.
- Reviews and acts on administrative and operational problems.
- Develops work standards and guidelines for assigned unit/section; implements goals, objectives, policies and procedures for assigned unit/section.
- Clarifies and resolves day-to-day issues regarding organizational policies, practices, programs and projects.
- Assesses staffing needs and identifies shortfalls; interviews, recruits and hires new staff.
- Monitors status of allocated funds and controls expenses.
- Coordinates with other units/sections within own organization and external agencies/departments to ensure efficient flow of communications and services.
- May represents the agency/department/division at meetings, functions, and events.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Minimum

JOB SPECIFIC COMPENTENCIES

- Working knowledge of …

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Department:	Guest Services
Pos. No:	00345
Pay Grade:	E2 ($56,200-$116,800) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Director of Human Resources

POSITION OVERVIEW

Reporting to the Vice President of Human Resources and Administration, this position is responsible for developing and implementing policies, plans, and programs to assure the most effective utilization of human resources to support the Aviation Authority's business objectives. Such programs are aimed at attracting, retaining, motivating and rewarding, and protecting employees within a framework of company philosophy and external laws and regulations.

The Director of Human Resources is responsible for daily Human Resources operations and for implementing the Authority's policies and programs relating to such activities as staffing, training, developing, deploying, compensating, motivating, protecting, communicating with, and releasing employees. The incumbent recommends new policies and programs in accordance with Authority objectives and external regulations, and upon approval of such plans, develops and directs their implementation. The incumbent also serves as an advocate of employee interests in the development of policies and procedures.

The Director of Human Resources maintains ongoing communications with union leadership and other external groups. The incumbent counsels staff and employees on specific personnel and labor relations problems and provides interpretation of the Authority's position on issues affecting them. The Director of Human Resources is an agent of cultural change management and innovation who initiates workforce solutions that reflect the Authority's mission and vision.

POSITION ACCOUNTIBILITIES

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.

- Administers the personnel policies and programs of the Authority and develops and recommends new ones to assure the effective utilization of human resources in support of the Authority's business objectives.
- May serve as the Authority's spokesperson with outside agencies in matters related to its employees (e.g. Equal Employment Opportunity Commission, Public Employee Relations Commission, Department of Veterans Affairs, etc.).
- Negotiates within available guidelines collective bargaining agreements.
- Ensures that effective training programs are provided for the development of all employees.
- Ensures that Authority's benefit programs are current and all employees are thoroughly informed of their benefits.
- Assists with preparation of annual HCAA personnel budget.
- Periodically reviews and updates classified and unclassified job descriptions to provide clarity of expectations for the position; establish clear criteria for hiring, evaluation, and promotion; and to reflect the evolving character of work of the position.
- Implements employee engagement programs.
- Manages daily operations of the Human Resources department.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position include a Bachelor's degree with an emphasis in a related field such as business, human resources, or psychology. The incumbent should have at least eight years' experience in human resources, with at least three years of experience at the Senior Manager level or above, and experience formulating company-wide human resource policy.

Department:	Human Resources and Administration
Pos. No:	00225
Pay Grade:	E6 ($103,700 – $215,600) – **Exempt**
Last update:	2/24/2018 Compensation

Desirable:

A proven record of managing organizational change, certification in the Society of Human Resource Management (SHRM) or other equivalent professional certification, experience negotiating collective bargaining agreements, experience in self-insured programs for employee benefits, knowledge of employee wellness programs, and experience integrating a performance based compensation system

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POSITION OVERVIEW

The HR Business Partner (Talent Acquisition) serves a key strategic role in evolving and supporting the Authority's Human Resource recruiting process. The HR Business Partner will support the leadership and employees of the Authority business units through ongoing business transformation and growth. This position requires a hands-on, pro-active professional approach to creating and delivering day-to-day Human Resources and talent acquisition services and contributes to ensuring the Authority's culture, business requirements and organizational objectives are aligned. Plays an active role in ensuring the Authority's people strategy is conducive to attracting, developing, engaging and retaining talent at all levels within the organization. The HR Business Partner will provide value added analysis and interpretation of key recruiting and HR data metrics and will play an instrumental role in helping the Authority's business units meet their annual goal and objectives through its people resources.

POSITION ACCOUNTABILITIES

Accountabilities include but are not limited to duties across multiple HR disciplines such as talent acquisition, onboarding, compensation, and employee engagement and programs.

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.

Talent Acquisition and Onboarding

- Develops and implements an effective, on-time recruitment and selection plan for assigned business units to fill open positions. Includes the development of a progressive search strategy using a diverse sourcing methodology to include use of social media sites where/when appropriate. Works with business unit managers through hiring process by providing full cycle recruitment support including posting, sourcing, interviewing, assessing and presenting a diversified and high quality pool for candidates to the hiring manager.
- Screens applications/interviews candidates for positions including exempt, non–exempt and temporary staff. Presents a pool of candidates for assigned searches that meet the criteria and qualifications identified by hiring managers and outlined in the job description. Refers qualified candidates to assigned departments for further evaluation and selection for in-office interviews.
- Maintains continuous communication with hiring managers, including organizing and leading "kick-off" meetings for new searches, and initiates regular search progress/updates. Reports communication breakdowns promptly to manager.
- Reviews and verifies recruiting requests from hiring managers and compares requests to department's budgeted headcount (FTE). Requests justification from hiring departments when required.
- Builds applicant sources by researching and contacting community services, staffing agencies, recruiters, and internet sites by providing organization information, opportunities, and information on benefits
- Reviews and updates job descriptions prior to posting to ensure content accurately reflects position responsibilities and requirements.
- Coordinates the job posting system and ensures all positions are properly requisitioned and posted in a timely manner. Ensures posted notices match the job description and reviews relevant posting for eligibility.
- Schedules new hires for processing, new hire orientation and security training.
- Research and identify outside recruiting agencies to assist in searches when required. Builds effective professional networks locally and regionally to leverage in filling positions.
- Conducts research on job descriptions and compensation to make salary recommendations for new hires, promotions, lateral transfers, etc. to assist with recruiting and re-aligning of internal resources.
- Builds relationships with compensation professionals within the community, and other like organizations (i.e., other airports, public agencies, etc.) to assist with research of job and work requirements, structural and functional relationships among job and occupational trends.

- Prepares, reviews and submits job descriptions for creation or reclassification of positions for assigned business units.
- Prepares written communication to new hires and current employees regarding compensation and benefits.

Employee Relations and Labor Relations

- Conducts/oversees timely employee/labor relations investigations, prepares summary documentation and makes recommendations for assigned business units
- Provides consistent interpretation, advice and counsel to managers and employees on interpreting and applying policies and procedures to resolve employee relations concerns related to recruitment, compensation, disciplinary action(s), conflict resolution and grievance responses. Consults with SR. Business HR Partner for more complex cases
- Supports key HR processes for managing the performance evaluation and management process and leadership and employee development.
- Ensures hiring standards are in compliance with Authority standards, state and federal regulatory requirements and employment laws
- Manages Family and Medical Leave Act (FMLA) administrative processing submitted forms and assisting supervisors and payroll tracking FMLA time.

Benefits & Wellness

- Assists with managing the Authority's Benefits programs providing general assistance to employees regarding insurance questions, worker's compensation, wellness and other types of employee reimbursement programs.
- Evaluates, negotiates and administers benefit plans to maximize the quality of Authority offered benefits, including analyzing proposals through the Request For Proposal (RFP) process; provide recommendations to Executive Management and prepare board agenda items.
- Manage Benefits annual open enrollment for all insurance plans, to include rate changes to retirees, and implements all changes.
- Provides assistance to employees regarding insurance appeals. Interacts with physicians, hospitals and billing agents to resolve complex claims issues, while complying with Health Insurance Portability and Accountability Act (HIPAA) requirements as they pertain to highly confidential information.
- Participates in planning of employee recognition programs such as service recognition, employee meetings, health fair, and training and/or information sessions involving HR topics such as FRS, ICMA, deferred compensation, etc.
- Coordinates with payroll to ensure employee data changes (name changes, marital status, removal of dependents, etc.) are accurate for employees and retirees, including billing reconciliations with insurance carriers when needed.
- Explains benefits to new employees through new employee orientation and one-on-one meetings; assists employees as necessary in understanding their benefits.
- Completes mandatory annual insurance surveys as required by the State of Florida and other various surveys (insurance, salary, benefits, etc.) as needed.

Other

- Works actively with HR Business Partner (Employee Engagement) to advise and assist on the coordination of events, employee programs, community service projects and other program(s) and events aimed at maintaining a positive culture with the Authority and Tampa Bay community.

MINIMUM QUALIFICATIONS

- Graduation from an accredited four year degree granting college or university with a Bachelor's degree in Business Administration/Management, Public Administration, or a Social or Behavioral Science.
- Five (5) years previous experience in one or more Human Resource disciplines with at least 3 years of high level project management experience

- Experience using analytics, metrics and reporting to drive success individually and within a mid to large size organization.
- Minimum 5 years experience building effective beginning-to-end, progressive recruiting strategies that use an array of sources that include social media channels.

JOB SPECIFIC COMPENTENCIES

- Ability to conduct research, collect and interpret data and develop logical conclusions.
- Ability to evaluate the effectiveness of sourcing strategies and recruitment processes.
- Demonstrated ability to design and execute an effective candidate screening, evaluation and selection process.
- Demonstrated ability to consult with leadership regarding staffing needs and decisions.
- Excellent oral and written communication skills.
- Must possess strong evaluation, assessment and decision-making skills.
- Must possess a strong computer skills with MS Office Suite (Word, Excel, PowerPoint, Access, Outlook and Publisher)
- Authority may require possession of a valid Driver License.

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POSITION OVERVIEW

The HR Onboarding and Administrative Coordinator serves as administrative support role within the Authority's Human Resources Department. This position will provide administrative coordination of the overall onboarding program for HR Department requiring a hands-on, pro-active professional approach to creating a first class candidate/employee experience. This position will also serve as an administrative support role for the HR team and contribute to ensuring the Authority's culture, business requirements and objectives are aligned.

POSITION ACCOUNTIBILITIES

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Accountabilities include but are not limited to duties across multiple HR disciplines such as talent acquisition, onboarding, compensation, employee and labor relations, performance management, employee engagement and programs and benefits and wellness.

- Maintains continuous communication with HR Business Partners, hiring managers and candidates to provide information relating to the progress/updates of new hires during the onboarding process. Reports communication breakdowns promptly to the appropriate HR Business Partner and/or Director of HR.
- Supports Talent Acquisition process by scheduling interviews, handling reference checks and tracking personnel changes.
- Schedules new hires for processing, new hire orientation and security badge training. This includes all new hire paperwork and coordination with other departments.
- Prepares written communication (electronic and/or hardcopy) to new hires when needed and current employees regarding employee recognition notices, events, updates, and other HR related matters.
- Input, review, and format human resources data for entry into the HRIS system (Oracle EBS).
- Tracks, monitors and manages office supply inventory and approves general supply orders.
- Establishes and maintains HR files and associated records and systems in order to provide documentation of activates and comply with Authority's records management operating policies and procedures.
- Updates, maintains and forwards bargaining agreement Seniority list, monthly employee milestone report and other tracking sheets utilized by HR
- Assists with projects such as; annual HR events, employee communications and Authority-wide meetings.
- Provides written and verbal employment verifications as requested.
- Maintains discretion in matters of confidentiality.
- Responds to questions concerning HR transactions and provides information for the resolution of routine problems.
- Serves as first point of contact for visitors into HR suite.
- Processes all reimbursement requests for wellness, tuition and bus programs.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited college or university with a minimum of an Associate's degree in Business Management, Business Administration, Public Administration, or similar field of study. 3 to 5 years of administrative experience in a fast-paced environment; or an equivalent combination of education, training and experience that would reasonably be expected to provide the job specific competencies noted below.

The ideal candidate for this position will have at least three (3) years of HR administrative experience to include support and coordination responsibilities and relationship management or an equivalent combination of related experience, training and education necessary to perform successfully in the role. Experience with Oracle E-Business Suite or other similar system to including processing purchase orders and requisitions preferred.

JOB SPECIFIC COMPENTENCIES

- Knowledge of the principles and practices of Human Resource administration.
- Knowledge of Human Resource processes and transactions
- Ability to conduct research, collect and interpret data and compile statistical reports.
- Ability to schedule, coordinate recruiting activities.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.
- Advanced level of skill set using Microsoft office products such as Outlook, Word, Excel and PowerPoint.
- Knowledge of the access, storage, destruction and release of restricted, sensitive and confidential information, and applicable guidelines.
- Ability to use discretion and independent judgment in evaluating information.
- Ability to effectively lead or supervise lower level administrative staff and interns.
- Experience with Oracle expense reporting a plus.

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Tampa International Airport

Position Title: Senior Manager, Organizational Training and Development

POSITION OVERVIEW

Reporting to the Director of Human Resources, this senior level leadership position is responsible for planning, creating, budgeting, managing and tracking a wide range of organizational development and training initiatives for the Aviation Authority. The Senior Manager will work closely with the Executive and Leadership teams to determine current training gaps, future training needs, and succession planning; design strategies for improving and sustaining employee engagement; cultivate a high performance culture through effective performance management, identify and implement training programs for employees and leadership; develop employee initiatives for training, leadership, growth and development that include coaching and mentorship to ensure application of knowledge and skills; ensure employee participation in all initiatives, maintain all employee training records in the Learning Management System; provide inputs for improving the effectiveness of processes and policies on talent management; and establish goals and parameters to help the Authority be considered a best place to work.

POSITION ACCOUNTIBILITIES

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.

I. Responsibilities

- Manages and implements the Authority's internal training programs for employee development, ensures proper tracking of successful employee training programs completed
- Develops and implements leadership training
- Provides executive, leadership, and wellness coaching
- Works with Executive Team on Succession Planning
- Responsible for development and mentorship program for top performers
- Implements training, coaching, and other activities to promote workplace safety and security, wellness and work-life balance, career development, and other topics on demand
- Responsible for Leadership Team retreats and team – building exercises
- Responsible for Executive team development and retreats
- Ensures internal and external customer service and satisfaction through planning and effective implementation of varied motivational and employee training
- Consistently innovates programs aimed at promoting employee engagement and retention and strengthen a culture that supports the Authority's mission, vision, and values
- Conducts Employee Engagement Surveys and Focus Group Discussions for the purpose of determining employee issues in the various groups and developing recommendations to improve employee engagement
- Manages the Performance Management process including the development of departmental flight plans and employee line-of-sight goals, updating performance dimensions, and administering the performance management plan in the HR Information System
- Supervises and mentors the Training Specialist
- Actively represents Human Resources in all employee forums; organizes, and documents Company and team meetings/events
- Responsible for creating and managing the Authority's Training & Development budget
- Develops Request for Proposals and manages contracted services

- Performs other duties as may be assigned

II. Relationships

Employee Engagement:

Works with Director of Human Resources in planning and developing overall employee engagement strategy and manages related programs and work-life balance initiatives

Interpersonal Communication:

Partners with Functional Heads and employees across the organization for a meaningful understanding of their requirements; and effective delivery of these. Deals with ambiguity, works in a team environment, recognizes trends, and identifies systematic approaches to solving problems in a challenging environment.

Customer Service Orientation:

Desires to help and serve others to facilitate an environment of openness and employee advocacy. Also acts as an objective resource and escalation path for unresolved employee relation issues.

Financial Responsibility:

Prepares quarterly budget proposal for communication activities and monitors expenditures to ensure commitment to earmarked funds.

MINIMUM QUALIFICATIONS

Bachelor's degree in Human Resource Management, Industrial Psychology. Organizational Development, Behavioral Science, Business Administration or related field; and ten plus years of work experience in human resource management functions, particularly in Employee Engagement and Training, Executive and Leadership Coaching, and Ability to generate enthusiasm among employees and teams; Efficiency in organizing, leading, and coordinating activities/events; creativity and innovation; Excellent written and verbal communication skills; Demonstrated MS Application knowledge: Windows, Word, Excel, PowerPoint, Outlook.

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Tampa International Airport

Position Title: *Senior Manager, Sustainability and Wellness*

POSITION OVERVIEW

Reporting to the Vice President of Human Resources and Administration, the Senior Manager, Sustainability and Wellness will be responsible for the comprehensive vision and strategy for the Authority's Sustainability and Wellness programs in order to promote a culture of social, environmental and economic sustainability throughout the Authority. The incumbent will be the organizational champion who will integrate sustainability, corporate wellness and associated practices throughout the Authority via the continued development, evolution and execution of the Authority's Sustainable Management Plan (SMP).

The Senior Manager, Sustainability and Wellness will be a catalyst for change in stakeholder participation and practices by driving innovation and utilizing education, partnerships and initiatives to further the Authority's commitment to sustainability and wellness. The incumbent will promote Tampa International Airport as a global leader in sustainability and corporate wellness practices throughout the Tampa Bay community and aviation industry.

POSITION ACCOUNTIBILITIES

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.

- Direct the research and analysis of the Airport's sustainability and wellness needs to determine program direction and goals; develop metric systems to monitor and assess progress towards achieving performance goals.
- Identify, review, and assess the Airport's current sustainability and wellness services and programs; assess sustainability and wellness goals and strategies to bring greater coordination within the enterprise organization; streamline identified opportunities for improvement.
- Develop a comprehensive policy and a strategic performance plan that encompasses current goals, best practices, and move the Airport towards a more environmentally and socially sustainable future.
- Collaborate with internal departments to develop and implement marketing and educational programs that inspire the Airport to embrace environmental sustainability and wellness practices which changes the thinking, behavior and practice of individuals, departments, organizations, and community.
- Partner with multiple departments to manage activities that accomplish all levels of conservation and sustainable development including green purchasing, energy conservation, solid waste recycling, green building, resource and water conservation, greenhouse gas reduction, renewable resources, and environmental reporting metrics.
- Oversee the sustainability opportunities in capital improvement projects in the built environment to ensure sustainability practices and goals are achieved; participate in budget development by providing justification and persuasive arguments for proposals or initiatives; develop cost/ benefit analysis to make informed decisions that focus on optimizing social and environmental impacts of sustainability program initiatives.
- Develop internal and external stakeholder partnerships and work with community members, organizations and other government agencies to enhance the Airport's sustainability and wellness programs, practices and engagement; collaborate with boards and commissions, committees, or other governing boards to develop strategic direction and integrate the Airport's sustainability and wellness policies and practices.

MINIMUM QUALIFICATIONS

A four-year degree from an accredited university in Sustainability, Planning, Environmental Management, Engineering, Architecture, or aviation-related field; and a minimum of 5 years of work experience in any of the disciplines listed. Work experience with sustainability and wellness program(s) preferred. The ideal candidate will have strong communication skills, leadership ability, exceptional organizational habits, and strong interpersonal skills. Must be proficient with the Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook). A valid driver's license is required.

Department:	Human Resources and Administration
Pos. No:	15448
Pay Grade:	E5 ($89,000-$185,000) – **Exempt**
Last update:	8/2018 Compensation

JOB SPECIFIC COMPENTENCIES

- Exceptional leadership skills demonstrated by proven results through collaboration and empowerment.
- Experience working in a large complex organization (i.e. airport environment, enterprise organization with diverse departments, and/or city, county, state, federal agency) developing and implementing sustainability and wellness programs and influencing senior management on a wide range of complex issues.
- Superior program management skills and the ability to effectively develop and define a sustainability plan and wellness program.
- A proven track record with successfully implementing sustainability and corporate wellness strategies and managing the overall performance results.
- Strong leadership and innovative thinking in the development of exemplary policies and programs that promote a socially and environmentally sustainable future.
- Technical expertise and change management skills necessary to embed sustainability and wellness throughout the organization.
- Ability to communicate effectively with excellent verbal, written, presentation and interpersonal communication skills to successfully engage all levels of the organization.
- Ability to work effectively with others.

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Tampa International Airport

Position Title: *Senior Manager, Employee Relations & Talent Acquisition*

POSITION OVERVIEW

Reporting to the Director of Human Resources, this senior-level leadership position is responsible for managing, recommending, and implementing changes to employee relations and talent acquisition programs for over 600 active employees. Includes consultation with managers on interpretation of HR related policies and procedures, Family and Medical Leave Act compliance and case management, discipline administration (including management of PIP process, Discipline Hearings, review and approval of disciplinary documentation, etc.), HR department budget, recruitment, and job creation/reclassification. Oversees, manages, and coordinates employee programs affecting human resources management.

Reporting to the Senior Manager, Employee Relations and Talent Acquisition are staff members within the HR department responsible for recruiting, onboarding and orientation, job creation/reclassification, employee events and programs, HRIS and personnel records management and Administrative front desk support. Position titles are;

- Talent Acquisition Manager
- HR and Talent Acquisition Analyst
- HR Administrative Coordinator

POSITION ACCOUNTIBILITIES

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.*

- Assumes responsibility for delivery of one or more human resources programs, including recruitment, employee and labor relations, recordkeeping, human resources technology applications and employee recognition
- Manages staff responsible for talent acquisition, onboarding, employee events and HRIS operations in the Human Resources office
- Conducts/oversees timely employee/labor relations investigations, prepares summary documentation and makes recommendations
- Counsels/advises managers and general staff in interpreting and applying policies and procedures to resolve issues related to recruitment, compensation, disciplinary action, conflict resolution and union grievance responses. Consults with internal and external counsel for more complex cases
- Drafts responses for legal review in response to EEOC claims
- Ensures hiring standards are in compliance with Authority standards, state and federal regulatory requirements and employment laws
- Negotiates collective bargaining agreements within available guidelines
- Oversees I-9 verification and IMAGE program
- Provides guidance on the impact of laws and regulations, Authority policies, and collective bargaining agreements and Civil Service Rules
- Manages Family and Medical Leave Act (FMLA) program to include reviewing and approving submitted forms, case management and tracking FMLA time.
- Prepares and manages the HR department budget aspect of the Authority budget for FY Funded Positions. Manages Position control through various reports, to include New Hire statistics and Status of Open Positions.
- Periodically reviews and updates classified and unclassified job descriptions to provide clarity of expectations for the position; establish clear criteria for hiring, evaluation, and promotion; and to reflect the evolving character of work of the position.
- Approves purchase orders and requisitions for processing and payment for invoices.
- Prepares, reviews and submits job descriptions for creation or reclassification of positions.

- Liaison for Unemployment Compensation: completes forms, writes appeal letters, participates in hearings as the hearing officer for the Authority.
- Manages contract/temp labor workforce contracts and agreements to include negotiation of contract terms, serving as point of contact and tracking expenditures
- Responsible for maintaining HR core module as administrator to includes testing, reporting, tracking issues to resolution
- Manages Pre-disciplinary and Due-Process hearings process, to include preparing the packets and serving at the Authority's Hearing officer.
- Provides outreach notifications to employees and provides communications such as donation notifications, general HR related notifications, emergency weather reminders, etc.
- Compiles accurate and well-organized reports for submissions to various requestors internally and for external compliance (Department of Revenue - New Hire Reporting and Terminations)
- Assists management with developing policies, procedures, and programs to support Human Resources' objectives
- Attends meetings and assumes the authority of the Vice President of Human Resources in his absence
- Responsible for completing the Authority's bi-annual EEO-4 report and submission
- Responsible for completing the Authority's AAP
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Minimum qualifications for this position include a Bachelor's degree in Human Resource Management, Business Administration, Public Administration, Social Sciences, Behavioral Sciences, or related field; and eight or more years of work experience in human resource management functions, with an emphasis on Employee Relations and Recruitment and at least three years of experience managing employees or an equivalent combination of education and experience that would reasonably be expected to provide the job specific competencies noted above. Must have excellent written and verbal communication skills; Demonstrated MS Application knowledge: Windows, Word, Excel, PowerPoint, Outlook and Visio.

JOB SPECIFIC COMPENTENCIES

- Extensive knowledge of Federal and State laws and regulations pertaining to recruitment, retention and separation; and keeping updated with any changes to the laws
- Considerable knowledge of Federal and State laws and regulations and Civil Service Rules and Authority policies and procedures affecting human resources management
- Knowledge of employee investigations and conflict resolution
- Skilled in making presentations to groups
- Ability to communicate effectively both orally and in writing
- Ability to think independently and exercise sound judgment
- Ability to establish and maintain effective working relations with others within and outside the Authority.
- Must be highly confidential

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Department:	Human Resources
Pos. No:	00229
Pay Grade:	E5 ($89,000 - $185,000) –**Exempt**
Last update:	01/25/2019 WID

Tampa International Airport

Position Title: *Vice President, Human Resources & Administration*

POSITION OVERVIEW

The Vice President of Human Resources will provide strategic leadership the Human Resources, Risk Management and Administrative teams for the Aviation Authority. In addition, will provide management, leadership and direction to the HR senior management staff and serve as the senior level advisor to executives regarding human resources trends. The incumbent also helps to ensure the Authority's compliance with the Florida sunshine and public records laws, financial disclosure requirements and voting conflict standards and disclosures.

The Vice President of Human Resources will drive organizational effectiveness by providing leadership in the development and implementation of policies, plans, and employee programs to ensure the most effective utilization of the Authority's human resources to support business objectives. Programs will be aimed at attracting, retaining, motivating and rewarding, and protecting employees within a framework of the Authority's philosophy and external employment laws and regulations. Will be responsible for maintaining ongoing communication with union leadership and other external groups. The incumbent counsel senior level staff and employees on specific personnel and labor relations issues and provides interpretation of the Authority's position. Will serve as an agent of cultural change management who initiates workforce solutions that reflect the Authority's mission and vision.

POSITION ACCOUNTABILITIES

- Administers the personnel policies and programs of the Authority and develops and recommends new ones to assure the effective utilization of human resources in support of the Authority's business objectives.
- Serves as the Authority's chief spokesperson with outside agencies in matters related to its employees (e.g. Equal Employment Opportunity Commission, Public Employee Relations Commission, Department of Veterans Affairs, etc.).
- Negotiates collective bargaining agreements.
- Ensures that effective training and development programs are provided for the development of all employees.
- Ensures that Authority's benefit programs are current and all employees are thoroughly informed of their benefits.
- Prepares annual HCAA personnel budget.
- Periodically reviews job/position descriptions to provide clarity of expectations for the position; establish clear criteria for hiring, evaluation, and promotion; and to reflect the evolving character of work of the position.
- Implements employee engagement programs.
- Acting as a resource for the Central Records department as necessary to ensure compliance with public records laws.
- Participating in the Human Resources department's investigations into allegations of harassment, discrimination and/or retaliation, as necessary.

Reporting to the Vice President of Human Resources & Administration are the following positions:

- Senior Managers – Three (3)
- The Human Resources department has a total of nine (9) FTEs.

MINIMUM QUALIFICATIONS

The Vice President of Human Resources and Administration will need a Bachelor's degree with an emphasis in a related field such as business administration or management, human resources, or psychology. The incumbent should have at least eight (8) to ten (10) years of experience in human resources, including experience formulating company-wide human resource policy.

Desirable:

A proven record of managing organizational change, certification in the Society of Human Resource Management (SHRM) or other equivalent professional certification, experience negotiating collective bargaining agreements, experience in self-insured programs for employee benefits, knowledge of employee wellness programs, and experience integrating a performance based compensation system

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POSITION OVERVIEW

The Risk and Claims Manager performs supervisory and administrative work reviewing and ensuring that contractors, subcontractors, vendors, suppliers and tenants doing business with the Aviation Authority have sufficient insurance coverage. Obtains and maintains underwriting information for Authority procured insurance coverages. Adjusts, reviews and negotiates property, automobile, liability and workers' compensation claims on behalf of the Authority. Assists in implementing loss prevention/inspection programs including, safety training, safety committee facilitation, as well as OSHA and SMS compliance. The position also performs a wide range of supervisory duties supporting the Authority's Risk and Insurance Program including overseeing the administrative function of the Risk Management support team.

POSITION ACCOUNTIBILITIES

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.

- Assists in the review of contracts, procurement solicitations, leases, and other agreements to verify/revise insurance language and establish threshold insurance limits.
- Tracks and ensures that contractors, subcontractors, vendors, suppliers and tenants comply with insurance requirements throughout the contractual term and period of exposure to loss.
- Collects, updates and maintains underwriting data for the annual insurance policy renewal process.
- Assists with the maintenance of claims log and monitors processing of general liability, auto liability and property and casualty insurance claims to ensure accurate and timely adjudication and settlement.
- Assists with the investigation of incidents that could result in compensatory events with insurance companies.
- Oversees, investigates, collects and coordinates the adjudication of bodily injury and property damage claims by or against the Authority.
- Verifies performance and payment bonds with issuing institution/bank
- Supports efforts to control and plan for institutional risks
- Supports Airport Safety initiatives, including participation on the Safety Committee, safety training and procedures
- Conducts facility inspections when necessary
- Updates and facilities implementation of risk management policies, procedures and forms
- Oversees the administrative function and processes of the Risk Management Support staff
- Performs related work as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year degree granting college or university preferred, but experience in risk management, insurance, claims adjusting, safety, risk reduction, or an equivalent combination of experience may substitute for educational requirements. Must be able to pass a mandatory FBI background screening as required by TSA standards. Experience with PROPworks® Property and Revenue Management System, risk management information system(s), or holding an insurance-related license is a plus. May be subject to a credit check.

Department:	Ethics, Diversity and Compliance
Pos. No:	10685
Pay Grade:	E3 ($65,500-$136,200) **Exempt**
Last update:	09/28/2018 ALC

JOB SPECIFIC COMPENTENCIES

- Strong interpersonal skills required.
- Ability to work effectively with members of the general public, vendors and internal staff.
- Ability to monitor, oversee and provide guidance to other employees supporting Risk Management efforts
- Ability to communicate effectively both orally and in writing
- Ability to collect, organize and evaluate data and develop logical conclusions
- Ability to handle confidential information.
- Must be self-motivated, organized and able to perform tasks independently
- Attention to detail is a must
- Analytical problem solver who is able to find and implement new techniques

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POSITION OVERVIEW

Performs administrative and paraprofessional work organizing the administrative and logistical aspects of a program/s. Develops and establishes work processes and procedures to deliver program services, evaluates effectiveness of program services and efficiency of processes, and implements prescribed program guidelines and objectives.

POSITION ACCOUNTIBILITIES

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- Develops, organizes, establishes, and evaluates work processes to ensure delivery of program services and to fulfill program objectives. Reviews existing policies, procedures, and directives and recommends changes where necessary.
- Interprets/explains policies, processes, applicable laws, rules, regulations, and guidelines specific to a program to resolve problems, answers program questions, and provides information and advice to current and potential program participants.
- Coordinates action where several organizational entities are involved and follows up to ensure that all details and requirements are met.
- Reviews program operations for compliance, identifies program strengths and weaknesses and areas of non-compliance, recommends corrective action, and instructs individuals and groups on proper methods and procedures for compliance with program regulations.
- Writes or revises procedural and training manuals and summary reports.
- Conducts orientation, training demonstrations, and presentations for individuals, groups, and organizations.
- Recruits and trains volunteers to include determining work priorities and develops work schedules to provide adequate staff coverage.
- Conducts customer/participant surveys to gather information on program services and customer satisfaction and provides continuous support to program participants to identify gaps in services.
- Assists in the development of the program budget, monitors expenditures and processes pre-approved expenditures; assists with preparing grant applications.
- Resolves problems encountered during daily operations and determines appropriate solutions.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year college or university; and
One year of experience directly related to the position duties.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of the functions, activities, requirements and objectives of the specific program/functional area to which assigned.
- Knowledge of organizational and program promotional methods and procedures relating to administrative support.
- Knowledge of budget management practices and procedures.
- Ability to organize programs and special events.
- Ability to monitor, oversee and provide guidance to volunteers, clients and other employees.
- Ability to maintain files and records and prepare reports and correspondence.
- Ability to use a computer and related software.
- Ability to make presentations to large groups.
- Ability to organize and to multi-task.

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Tampa International Airport

Position Title: Risk Management Specialist

POSITION OVERVIEW

The Risk Management Program Specialist is responsible for ensuring contractors, subcontractors, vendors, suppliers and tenants doing business with the Aviation Authority have sufficient insurance coverage by obtaining and maintaining appropriate certificates of insurance on file. The position also performs a wide range of duties supporting the Aviation Authority's Risk and Insurance Program.

POSITION ACCOUNTIBILITIES

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- Review and approve certificates of insurance of contractors, subcontractors, vendors, suppliers and tenants for compliance with contractual insurance requirements
- Monitor and track certificates of insurance and issue notices of pending expiration
- Correspond and follow up with insurance agents and/or contractors, subcontractors, vendors, suppliers and tenants to obtain corrected or renewal certificates of insurance
- Maintain and update certificate of insurance tracking database (currently Insurance and Surety Management module of PROPworks® Property and Revenue Management System)
- Generate compliance and other reports from certificate of insurance tracking database
- Establish contractual insurance coverages and limits
- Review proposed solicitations, contracts and agreements for acceptable insurance language, coverages and limits
- Receive and process requests for Aviation Authority certificates of insurance from third parties
- Verify performance and payment bonds with issuing institution/bank
- Support efforts to control and plan for institutional risks
- Collect data and information for insurance policies and renewals when necessary
- Assist with facility inspections when necessary
- Receive and respond to personal injury and/or property damage reports when necessary
- Assist with banking related functions such as wire and book transfers, stop payments and reconciliations
- Perform various administrative duties
- Update and implement risk management policies, procedures and forms
- Perform other related duties as required

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year degree granting college or university preferred and one to three years of experience in risk management, insurance, safety, risk reduction, accounting, auditing, finance or an equivalent combination of experience required. Must be able to pass a mandatory FBI background screening as required by TSA standards. Experience with PROPworks® Property and Revenue Management System or a risk management information system is a plus. May be subject to a credit check.

JOB SPECIFIC COMPENTENCIES

- Strong interpersonal skills are required
- Must be self-motivated, organized and able to perform tasks independently
- Attention to detail is a must
- Analytical problem solver who is able to find and implement new techniques

Department:	Ethics, Diversity & Admin
Pos. No:	00234
Pay Grade:	NE4 ($19.04-$35.72) –Non **Exempt**
Last update:	8/2018 Compensation

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POSITION OVERVIEW

Reporting to the Director of Compliance and Administration, the Senior Manager of Administration is responsible for managing the day-to-day administrative support services of the Authority. The major responsibilities of the Manager of Administration include overseeing the Authority's records retention and public records program; risk and safety management program including the procurement of liability and property and casualty insurance; the lost and found and abandoned vehicle programs; and the banking and investment programs.

POSITION ACCOUNTIBILITIES

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.

- Manage the activities of the Central Records Manager who is responsible for the operation of Central Records. Central Records maintains the Authority's paper and electronic records archives, responds to public records requests, purges Authority records in accordance with established records retention schedules, processes incoming and outgoing mail, and records incoming cash receipts.
- Manage the Risk and Safety Manager who is responsible for assessing the Authority's exposures and determining applicable insurance coverage needs, establishing contractual insurance requirements and language for construction, maintenance, consulting and vendor supply contracts, and managing the Authority's facility safety inspection program. Manage the annual insurance policy renewal process for over ten types of insurance coverage. Monitor liability and property claims and litigation. Oversee the administration of brokered excess coverage. Recommend risk and safety management strategies.
- Oversee the establishment and management of all Authority banking and investment programs as directed by the Finance department including the opening and closing of all banking and investment accounts, signing checks, and authorizing fund transfers.
- Manage the abandoned vehicle and the lost and found item collection and disposal processes. Oversee the abandoned vehicle legal notification process and the abandoned vehicle and lost and found auctions.
- Interact with other departments as necessary to fulfill objectives.
- Oversee administration goals and procedures, monitor the performance of staff, develops and implement long range plans, and manage the preparation of operating and capital budgets.
- Manage other administrative support functions as assigned.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in the position include a Bachelor's degree in Business Administration or related field and 5 years of experience in business administration and at least 3 years in records management for a public entity with knowledge of Florida public records and government in the sunshine laws.

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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.

Department:	Ethics, Diversity & Admin
Pos. No:	00058
Pay Grade:	E5 ($89,000 – $185,000) – **Exempt**
Last update:	3/22/2018 Compensation

Tampa International Airport

Position Title: Audit Manager

POSITION OVERVIEW

Performs highly responsible supervisory and administrative or project management work auditing various highly complex financial or program operations in departments and agencies, external government organizations and commercial firms with whom contractual relations exist to ensure proper procedural compliance.

POSITION ACCOUNTIBILITIES

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.

- Supervises the work of subordinate staff by scheduling, assigning and reviewing work, providing training and counseling and evaluating performance.
- Plans, directs, organizes and coordinates the work of subordinate professional auditors engaged in highly complex auditing of assigned organizational and functional activities.
- Plans and determines the focus and direction of specific audits; assists in formulating an annual audit plan; plans the objectives, approach, scope and work program to accomplish audit objectives in accordance with professional and departmental standards and within time constraints.
- Oversees highly complex audit activities and work progress; provides direction on proper documentation techniques, data gathering, analysis methods, and quality and quantity of audit documentation.
- Reviews and evaluates completed work, findings and recommendations for accuracy, adequacy and presence of sufficient supporting documentation; assures that working papers support findings and conclusions and are in accordance with professional and departmental standards.
- Obtains, analyzes and appraises evidentiary data in support of audit objectives, conclusions and findings.
- Participates in audits of highly technical or complex areas to determine the adequacy and effectiveness of management controls, effectiveness and efficiency of activities under review, and compliance with policies, procedures, laws and regulations.
- Evaluates audit findings for inclusion in audit reports; distinguishes critical and noncritical matters when assessing the significance of deficiencies and making recommendations for improvement.
- Regularly informs management of auditing progress and/or technical problems; conducts periodic project status meetings with staff; prepares administrative reports regarding job scheduling and assigned activities.
- Makes recommendations regarding hiring, discipline and promotion of subordinates; authorizes leave and overtime; evaluates and rates employee performance.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university with a major in Accounting, Business Administration or Public Administration; and

Possession of a current Certified Public Accountant (CPA) license or Certified Internal Auditor (CIA) license; and

Three years of supervisory or project management experience as a professional Auditor.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Extensive knowledge of the special principles, practices and procedures of auditing pertaining to financial and program operations of County departments, external companies, contractors and grantees having contractual relationship with the County.
- Extensive knowledge of the principles of governmental accounting, business and public administration.
- Extensive knowledge of local, state and federal laws, ordinances and regulations pertaining to fiscal management of government agencies.
- Extensive knowledge of the organization and operations of departments and agencies assigned for audit.
- Extensive knowledge of professional and departmental standards for the conduct of comprehensive auditing programs.
- Extensive knowledge of the provisions of various contracts between the County and external companies and contractors.
- Considerable knowledge of supervisory principles and practices.
- Ability to plan the objectives, approach, scope and work plan to accomplish audit objectives in accordance with professional and departmental standards.
- Ability to direct and coordinate the work of an auditing staff to achieve audit objectives within projected time constraints.
- Ability to analyze and interpret accounting data, devise audit procedures and techniques, and evaluate completed audit reports.
- Ability to determine the adequacy and effectiveness of management controls over operational activities.
- Ability to exercise judgment and discretion in evaluating audit findings for critical and non-critical matters.
- Ability to plan, organize and supervise the work of others.
- Ability to communicate clearly and concisely, orally and in writing.
- Ability to work effectively with others.
- Ability to use a computer and related software.

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POSITION OVERVIEW

Reporting to the Chief Executive Officer, this position is responsible for conducting audits and performance assessments necessary to assure the Authority's board and management that organizational goals and objectives are met efficiently and economically.

The Director of Internal Audit, subject to review by the Audit Committee, identifies the audit universe and develops a risk-based audit plan to ensure audit resources are utilized in those areas most warranting attention. The audit plan encompasses all facets of auditing and performance assessment. The incumbent formulates and develops internal auditing policies and practices regarding procedural, operational, and financial issues. The incumbent assists in the development of performance measurement standards and oversees performance audits of the Long-Term Strategic Initiatives as adopted by the HCAA Governing Board and executive management.

The Director of Internal Audit directs the internal audit staff, establishes policies and performance standards for the departmental activities to ensure the adequacy and effectiveness of the assurance function. The incumbent will review audit reports and when necessary participate in planning and post audit conferences to formulate viable improvement recommendations to the Audit Committee and Executive Director.

POSITION ACCOUNTIBILITIES

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.

- Development and maintenance of the departmental budget.
- Development of an annual risk-based audit plan.
- Participate with the Audit Committee and external auditors (financial or performance) to coordinate Internal Audit's participation during the external engagement and to monitor management's corrective action of findings.
- Conduct managerial audits to ensure the means used to accumulate financial-operational data result in complete, accurate, timely, reliable, and relevant information.
- Conduct operational audits to ensure control systems are in place to safeguard Authority assets and that assets are employed with optimal economy and efficiency.
- Assist management in identifying, establishing and monitoring departmental performance measurement benchmarks and standards.
- Conduct process flow audits to analyze activities and functions outside of acceptable performance limits to assess causal effects and remediation options.
- Prepare reports detailing departmental performance statistics, positive and negative deviations from established benchmarks, management's commentary regarding unfavorable deviations, and the corrective action plan developed by management to rectify unfavorable deviations.
- Compliance audits to ensure functional activities are conducted according to plans, policies, procedures, laws, and regulations.

- Investigate and document allegations of misappropriation to determine wrongdoing, identify parties involved, quantify loss, provide recommendations for criminal or civil prosecution, and testify on the Authority's behalf at court proceedings.
- Evaluations of audits to ensure audits are conducted according to generally accepted government audit standards.
- Establish an appropriate internal quality control system and achieve a satisfactory compliance rating on all external quality control reviews.
- Follow-up on audit findings to ensure adequacy and timeliness of corrective action.
- Proficiency in and knowledge of the profession, including generally accepted government auditing and accounting standards and changes in financial reporting requirements and in laws and regulations promulgated by governmental agencies.
- Participation at professional seminars, classes, and meetings.
- Promotion of the airport audit function by participating in Authority functions and professional organizations.
- Satisfactory interpersonal relationships with auditors, auditees, management, and the Audit Committee.
- Report to the Audit Committee regarding departmental activities.

MINIMUM QUALIFICATIONS

The minimum qualifications required to perform successfully in this position are: a Bachelor's degree in Accounting, Business Administration or Public Administration. A minimum of six years audit experience is required; at least four years of required experience must be as an audit supervisor. International airport and governmental audit experience is preferred. Experience should reflect a demonstrated knowledge and thorough understanding of current audit standards and practices. CPA and/or CIA required.

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Tampa International Airport

Position Title: *Senior Administrative Assistant (Internal Audit)*

POSITION OVERVIEW

Reporting to the Director of Operations, the Senior Administrative Assistant is responsible for a wide variety of administrative duties supporting the leadership team of the Tampa International Airport Operations Department. The leadership team includes the Director of Operations as well as Senior Managers and can also include other members of operations management team. This position may make screening phone calls, travel arrangements, complete expense reports and is responsible for organizing the calendars of several Operations Leadership members. This position requires strong organization skills and extreme need for confidentiality. Additionally, the Senior Administrative Assistant may be asked to assist with ongoing project coordination of the Operations Team or company-wide initiatives. Interpersonal skills at all levels of management, and comfort in interacting with upper management is a must.

POSITION ACCOUNTIBILITIES

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.

- Independently performs a wide variety of paraprofessional administrative, secretarial and confidential functions and duties supporting the Operations Team.
- Serves as an Executive Assistant back up to the Vice President of Operations as necessary
- Independently determines for the Director of Operations priority status and special attention to important matters received or observed, such as incoming postal mail, email, correspondence, statements, face-to-face meetings, phone calls and internal staff actions.
- Manages and closely monitors Director of Operations; schedules and coordinates appointments, conferences and itineraries; makes travel and lodging arrangements; completes expense reports using Oracle.
- Initiates and schedules tentative appointments for Operations Leadership team members; works with procurement and legal departments to secure or reserve venues if necessary, coordinates attendees; assembles handout materials, slideshow presentations and equipment.
- Reviews outgoing correspondence for internal consistency and proper conformance with administrative policies, approvals and signatures, as well as formatting, grammatical construction and typographical errors.
- Initiates and composes agendas, minutes, correspondence, memos, spreadsheets, logs, invoices, and reports in final form, for approval or signature from the Director of Operations as needed.
- Interprets, recommends and implements improvements to administrative policies and internal workflow procedures.
- In the Director of Operation's absence, ensures that requests for action or information are completed or referred to appropriate staff member or area of responsibility; determines whether the Director of Operations or next level leadership member should be notified of high-priority or emergent matters.
- Working in collaboration with other Operations team members, makes recommendations and advises Director of Operations on budgetary matters concerning office expenditures, such as equipment and supplies and monetary benefits, such as payroll, salary, and overtime.
- Will have access to secured and confidential information and it is important that this role secures and monitors restricted, sensitive and confidential records or information to include but not limited to records involving-personnel, payroll, medical, performance or disciplinary.
- May prepare and distribute outgoing email and correspondence on behalf of Director of Operations as authorized.
- May serve as representative and liaison for Director of Operations by disseminating directives, instructions, assignments and following-up on the status of time sensitive items within the department or agency.
- May meet with customers, special interest groups, high-ranking officials, and others on behalf of Director of Operations; or other professional staff, committee, council or board members.
- Performs other related duties as required.

Department:	Internal Audit
Pos. No:	141006
Pay Grade:	NE6 ($22.98 – $43.08) –Non **Exempt**
Last update:	8/2018 Compensation

MINIMUM QUALIFICATIONS

A Bachelor's degree; and three years of administrative/secretarial experience or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Member of International Administrative Assistant Professionals a plus
- Experience working under pressure in a fast paced environment is essential
- Knowledge of policies, procedures, precedents, regulations, executive and general orders, and rules of assigned department or agency.
- Experience with Oracle expense reporting a plus.
- Advanced knowledge of Microsoft Word, Power Point, Excel and Visio required.
- Knowledge of executive administration, such as word processing, managing files and records, transcription, designing forms and other related procedures.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Knowledge of principles and processes for providing customer service, such as assessing customer needs, meeting quality standards for service, and evaluating customer satisfaction.
- Knowledge of the access, storage, destruction and release of restricted, sensitive and confidential information, and applicable guidelines.
- Skill in communication and effective writing.
- Skill in managing ones own time and the time of others.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions or approaches.
- Ability to use discretion and independent judgment in evaluating information.
- Ability to transcribe documents and information from different sources.
- Ability to serve the public and represent the department director or agency head with courtesy and professionalism.
- Ability to effectively lead or supervise lower level administrative/clerical and administrative/secretary staff.

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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 OVERVIEW

The position of Senior Internal Audit Manager performs highly responsible supervisory and administrative or project management work auditing various highly complex financial or program operations in departments and agencies, external government organizations and commercial firms with whom contractual relations exist to ensure proper procedural compliance.

POSITION ACCOUNTIBILITIES

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.*

- Supervises the work of subordinate staff by scheduling, assigning and reviewing work, providing training and counseling and evaluating performance.
- Plans, directs, organizes and coordinates the work of subordinate professional auditors engaged in highly complex auditing of assigned organizational and functional activities.
- Plans and determines the focus and direction of specific audits; assists in formulating an annual audit plan; plans the objectives, approach, scope and work program to accomplish audit objectives in accordance with professional and departmental standards and within time constraints.
- Oversees highly complex audit activities and work progress; provides direction on proper documentation techniques, data gathering, analysis methods, and quality and quantity of audit documentation.
- Reviews and evaluates completed work, findings and recommendations for accuracy, adequacy and presence of sufficient supporting documentation; assures that working papers support findings and conclusions and are in accordance with professional and departmental standards.
- Obtains, analyzes and appraises evidentiary data in support of audit objectives, conclusions and findings.
- Participates in audits of highly technical or complex areas to determine the adequacy and effectiveness of management controls, effectiveness and efficiency of activities under review, and compliance with policies, procedures, laws and regulations.
- Evaluates audit findings for inclusion in audit reports; distinguishes critical and noncritical matters when assessing the significance of deficiencies and making recommendations for improvement.
- Regularly informs management of auditing progress and/or technical problems; conducts periodic project status meetings with staff; prepares administrative reports regarding job scheduling and assigned activities.
- Makes recommendations regarding hiring, discipline and promotion of subordinates; authorizes leave and overtime; evaluates and rates employee performance.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university with a major in Accounting, Business Administration or Public Administration; and possession of a current Certified Public Accountant (CPA) license or Certified Internal Auditor (CIA) license; and three years of supervisory or project management experience as a professional Auditor; OR

A Master's Degree from an accredited college or university with a major in Accounting, Business Administration or Public Administration; and Possession of a current Certified Public Accountant (CPA) license or Certified Internal Auditor (CIA) license; and Two years of supervisory or project management experience as a professional Auditor.

JOB SPECIFIC COMPENTENCIES

- Extensive knowledge of the special principles, practices and procedures of auditing pertaining to financial and program operations of County departments, external companies, contractors and grantees having contractual relationship with the County.
- Extensive knowledge of the principles of governmental accounting, business and public administration.
- Extensive knowledge of local, state and federal laws, ordinances and regulations pertaining to fiscal management of government agencies.
- Extensive knowledge of the organization and operations of departments and agencies assigned for audit.
- Extensive knowledge of professional and departmental standards for the conduct of comprehensive auditing programs.
- Extensive knowledge of the provisions of various contracts between the County and external companies and contractors.
- Considerable knowledge of supervisory principles and practices.
- Ability to plan the objectives, approach, scope and work plan to accomplish audit objectives in accordance with professional and departmental standards.
- Ability to direct and coordinate the work of an auditing staff to achieve audit objectives within projected time constraints.
- Ability to analyze and interpret accounting data, devise audit procedures and techniques, and evaluate completed audit reports.
- Ability to determine the adequacy and effectiveness of management controls over operational activities.
- Ability to exercise judgment and discretion in evaluating audit findings for critical and non-critical matters.
- Ability to plan, organize and supervise the work of others.
- Ability to communicate clearly and concisely, orally and in writing.
- Ability to work effectively with others.

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POSITION OVERVIEW

Performs professional administrative and oversight work auditing various financial or program operations in county departments and agencies, external governmental organizations and commercial firms with whom contractual relationships exist.

POSITION ACCOUNTIBILITIES

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, assigns and oversees the work of professional auditors engaged in both regular systematic and special audits in departments and agencies and a group engaged in audits of contractors and outside vendors.
- Reviews completed audit reports and analyses for completeness of preparation and conformance with audit program guidelines and professional auditing standards; attends conferences with departmental officials or officials in external organizations as needed.
- Guides audit teams in the planning and conduct of special audits of a difficult nature; participates as necessary in the completion of complex audits; may testify in court as an expert witness.
- Participates in decisions relating to changes in auditing policies and procedures; coordinates division work with that of other departmental division; represents the department in outside meetings and conferences as assigned.
- Modifies and revises standard audit program guides; holds conferences with team members to discuss audit policies and procedures or to further train new personnel; insures that staff receives available professional literature to keep abreast of techniques and developments in the governmental auditing field.
- Keeps informed on law opinions, rules, regulations, standards and related information pertaining to the internal audit of county departments or audit of external agencies.
- Develops comprehensive practical programs of audit coverage for assigned areas of audit, assures conformance with acceptable audit standards, plans, budgets and schedules.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university with a major in Accounting, Business Administration or Public Administration; and

Possession of a current Certified Public Accountant (CPA) License or Certified Internal Auditor (CIA) License; and

Four years of experience as a professional Internal Auditor.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Extensive knowledge of governmental accounting, office management and the principles of public and business administration in their application to governmental accounting.
- Extensive knowledge of federal, state and local laws, ordinances, rules, regulations and guidelines pertaining to fiscal management of government agencies, including those funded by federal grants.
- Extensive knowledge of generally accepted accounting principles, public finance administration and internal control systems and their methods and application to the development, installation and audit of governmental accounting systems.
- Extensive knowledge of the special principles, practices and procedures of auditing with reference to public finance and governmental accounting.
- Considerable knowledge of the organization and operating activities of departments and agencies assigned for audit.
- Considerable knowledge of management principles, practices and procedures.
- Ability to coordinate and oversee the work of an auditing team in a manner conducive to full performance and high morale.
- Ability to analyze and interpret accounting data, devise audit procedures and techniques or specialized and general accounting systems.
- Ability to oversee the preparation of complete and accurate audit reports and statements, including those of a complex nature.
- Ability to communicate effectively and persuasively, both verbally and in writing.
- Ability to exercise sound judgment in the application of audit standards and principles to complex auditing problems.
- Ability to plan, organize and analyze data and make logical conclusions.
- Ability to participate effectively in the formulation of departmental policies and procedures.
- Ability to stay abreast of laws, legal opinions, regulations and standards relating to the conduct of audits in county departments and external agencies.
- Ability to work effectively with others.
- Ability to use a computer and related software.

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Department:	Internal Audit
Pos. No:	00391
Pay Grade:	E4 ($76,500-$158,000) - **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Applications Support Analyst

POSITION OVERVIEW

Under the supervision of the Senior Manager, Business Applications, the Support Analyst will provide second-tier technical support to end users on various technical issues and problems relating to software and services. They will also be responsible for responding to, documenting and resolving service tickets in a timely manner according to SLA. The Support Analyst will also perform root cause analysis, develop checklists for typical problems and recommend procedures and controls for problem prevention. This position will support multiple applications and/or modules including legacy applications, internally-built software, ERP, HR Management Systems, and Cloud Services. This position may require independent work, sharing information and assisting others with work orders.

POSITION ACCOUNTIBILITIES

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- Troubleshoot software and identify root causes of software problems
- Plan application system upgrades, install new releases, and assist with migrations
- Ability to work with business users on understanding and analyzing business problems.
- Work with team to identify and resolve software defects and provide bug fixes
- Stay current with technology industry and market trends, and determine their potential impact on the enterprise.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university with a degree in computer science, systems analysis or a related study, or equivalent experience or an equivalent combination of education, training and experience that would reasonably be expected to provide the job specific competencies noted below. Must have knowledge of ITIL service management best practices with strong analytical, technical, verbal and written communication skills as well as planning and organizational skills.

The ideal candidate will have 2 to 5 years of experience supporting enterprise applications or IT operations with the ability to create, update, and review functional and technical documents.

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Department:	Information Technology
Pos. No:	15549
Pay Grade:	E2 ($56,200-$116,800) - **Exempt**
Last update:	8/2018 Compensation

POSITION OVERVIEW

This position will be engaged in professional audio visual support work which is tier 1 to tier 2 in nature in the ITS (Information Technology Services) Department including intermediate technical support of AV hardware and software in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on AV related projects of intermediate scope and complexity. Employees in this class are expected to support the resolution of intermediate work problems and tasks under limited supervision in one or more of the following areas: audio visual, service desk support, desktop and peripheral support, mobile device support, application support and network support. Work requires creative and original thinking and is performed under the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Client & Field Services Manager.

POSITION ACCOUNTIBILITIES

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- Demonstrates intermediate knowledge in at least one of the departmental section disciplines: audio visual management, network management, desktop management, mobile device management, server management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated intermediate proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skills are required for this role:

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Basic skill in managing personal daily activities and tasks for self.
- Basic skill in the use and application of reference materials to support resolution of basic and intermediate desktop issues.
- Basic skill in the application of theory in desktop
- Basic skill in applying new technologies, soft skills and procedures.
- Basic ability to mentor teammates; work within teams to achieve success with others
- Ability to prepare and deliver effective section-level presentations at various levels.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Advanced Experience in supporting currently installed audio visual equipment to ensure functionality.
- Advanced to replace audio visual installed across the facility
- Experience in the design of audio visual equipment to meet customer needs
- Basic understanding of audio visual programming to deliver video content
- Ability to support high level meetings from an audio visual perspective and trouble shoot as needed

MINIMUM QUALIFICATIONS

Education: Associate Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: Four years of information technology experience in intermediate support of hardware and software utilized to enhance live events such as microphones, displays/signage, video recording, projects, lighting and sound mixing equipment.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: AV industry certifications preferred but not required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs desktop hardware and software, as well as peripherals and cabling

- Assists a more senior team member in performing technical support in a formal or informal Service Desk settings to end users with common hardware and software problems, which includes logging, troubleshooting, resolving and escalating issues to the appropriate ITS resources.
- Intermediate skill in managing personal daily activities and tasks for self.
- Intermediate skill in use and application of reference materials to support resolution of standard problems.
- Intermediate skill in the application of theory in resolving problems.
- Intermediate skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.

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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

This position will be engaged in professional desktop and field support work which is tier 1 to tier 2 in nature in the ITS (Information Technology Services) Department including intermediate technical support of hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on field and desktop related projects of limited scope and complexity. Employees in this class are expected to support the resolution of intermediate work problems and tasks under limited supervision in one or more of the following areas: service desk support, desktop and peripheral support, mobile device support, application support and network support. Work requires creative and original thinking and is performed under the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Client & Field Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates intermediate knowledge in at least one of the departmental section disciplines: network management, desktop management, mobile device management, server management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated intermediate proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skills are required for this position:

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Advanced skills in managing personal daily activities and tasks for self.
- Advanced skills in the use and application of reference materials to support resolution of basic and intermediate desktop issues.
- Advanced skills in the application of theory in desktop
- Advanced skills in applying new technologies, soft skills and procedures.
- Ability to mentor teammates; work within teams to achieve success with others
- Ability to prepare and deliver effective section-level presentations at various levels.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Intermediate knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of systems analysis, development, project planning, and documentation methods and standards.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others
- Advanced ability to understand and trouble shoot the currently supported Windows operating systems
- Advanced skills in trouble shooting Microsoft Office products
- Advanced skills in desktop software installation
- Advanced Skills in problem documentation
- Ability to enhance and utilize problem knowledge base

MINIMUM QUALIFICATIONS

Education: Associate Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: Four years of information technology experience in intermediate user support of desktops, applications, mobile devices, printers, peripherals and cabling.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: CompTIA A+, CompTIA Network+ and Microsoft Certified Professional required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs desktop hardware and software, as well as peripherals and cabling
- Assists a more senior team member in performing technical support in a formal or informal Service Desk settings to end users with common hardware and software problems, which includes logging, troubleshooting, resolving and escalating issues to the appropriate ITS resources.
- Intermediate skill in managing personal daily activities and tasks for self.
- Intermediate skill in use and application of reference materials to support resolution of standard problems.
- Intermediate skill in the application of theory in resolving problems.
- Intermediate skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
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- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.

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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 OVERVIEW

This position will be engaged in professional information technology work installing and configuring wired and wireless network system hardware and software, as well as maintenance and repair of issues with various network hardware and software. The work is tier 2 to tier 3 in nature in the ITS (Information Technology Services) Department and includes intermediate wired and wireless technical support of network hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on network related projects of intermediate scope and complexity. Employees in this class are expected to support the resolution of intermediate work problems and tasks under limited supervision in one or more of the following areas: switches, routers, firewalls, controllers, access points, network appliances as well as to act as an escalation point for issues not able to be resolved by lower tiers. Work requires creative and original thinking and is performed under the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Infrastructure Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates intermediate knowledge in at least one of the departmental section disciplines: server management, system administration, network management, desktop management, mobile device management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated intermediate proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.

- Creates and manages user directories and files on the server platforms.
- Monitors, diagnoses and resolves common operating system problems
- Assists with the troubleshooting, maintenance and repair of operating systems and applications.
- Assists with backup and recovery processes
- Assists with the evaluation and recommendation of various software and hardware solutions to meet user needs.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Knowledge of Cisco switching environments
- Knowledge of Cisco routers, Wireless and Voice over Internet Protocol
- Knowledge of IP schemas and subnetting
- Knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of datacenter configuration and operational support methodology.
- Knowledge of device monitoring through tools such as Cisco Prime LMS, SolarWinds and Cisco Prime Infrastructure
- Knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Some Knowledge of various storage system technologies, including iSCSI, Fiber-Channel, DAS, NAS.
- Some knowledge of Cisco Unified Communication Manager
- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.
- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.

MINIMUM QUALIFICATIONS

Education: Associate Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: Four years of information technology experience in intermediate support of switches, routers, firewalls, controllers, access points, network appliances and monitoring tools.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: CompTIA Network+ or Cisco CCNA required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs server hardware and software, as well as peripherals and cabling
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Intermediate skill in managing personal daily activities and tasks for self.
- Intermediate skill in use and application of reference materials to support resolution of standard problems.
- Intermediate skill in the application of theory in resolving problems.
- Intermediate skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
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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 OVERVIEW

This position will be engaged in professional work which is standard in nature in the ITS (Information Technology Services) Department including tier 1 technical support of hardware and software services in information technology serving the Hillsborough Aviation Authority organization. Employees in this class are expected to support the resolution of routine work problems and tasks under limited supervision in one or more of the following areas: service desk support, desktop and peripheral support, mobile device support, application support and network support. Work requires creative and original thinking and is performed under the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Service Desk Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates intermediate knowledge in at least one of the departmental section disciplines: network management, desktop management, mobile device management, server management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated intermediate proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skills are required for this role:

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Advanced skills in managing personal daily activities and tasks for self.
- Advanced skills in the use and application of reference materials to support resolution of basic and intermediate desktop issues.
- Advanced skills in the application of theory in desktop
- Advanced skills in applying new technologies, soft skills and procedures.
- Ability to mentor teammates; work within teams to achieve success with others
- Ability to prepare and deliver effective section-level presentations at various levels.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.

- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Intermediate knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of systems analysis, development, project planning, and documentation methods and standards.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others
- Advanced ability to understand and trouble shoot the currently supported Windows operating systems
- Advanced skills in trouble shooting Microsoft Office products
- Advanced skills in desktop software installation
- Advanced Skills in problem documentation
- Ability to enhance and utilize problem knowledge base

MINIMUM QUALIFICATIONS

Education: Associate Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.
Experience: Four years of applicable information technology experience in user support of desktops, applications, mobile devices, printers, peripherals and cabling.
Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.
Licensure and/or Certification: CompTIA A+, CompTIA Network+ and Microsoft Certified Professional required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs desktop hardware and software, as well as peripherals and cabling
- Assists team members in performing technical support in a formal or informal Service Desk settings to end users with common hardware and software problems, which includes logging, troubleshooting, resolving and escalating issues to the appropriate ITS resources.
- Intermediate skill in managing personal daily activities and tasks for self.
- Intermediate skill in use and application of reference materials to support resolution of standard problems.
- Intermediate skill in the application of theory in resolving problems.
- Intermediate skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, intermediate problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
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POSITION OVERVIEW

Reporting to the Vice President of Information Technology (IT), this position will manage a wide variety of business office functions supporting the Vice President and his Senior Leadership team at the Tampa International Airport. The IT Business Office Manager will be responsible for data collection and coordination of the department's budget and considered the liaison for IT. The incumbent will manage the execution of the IT department's purchase orders and requisitions, expense reporting and invoice processing. The ideal candidate will have at least two years of office management and executive administrative experience, exceptional organizational and project management skills, as well as critical thinking and problem solving ability. May be tasked with ongoing project coordination of department and/or Authority-wide initiatives. Interpersonal skills at all levels of management, and comfort interacting with senior management is a must.

POSITION ACCOUNTIBILITIES

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.*

- Independently performs a wide variety of office management and project focused duties supporting a Vice President of IT, IT Director and Senior Managers.
- Manages and closely monitors department budget and forwards monthly updates to IT leadership; coordinates quarterly reviews and budget meetings and acts as the department's liaison to the Finance and Procurement departments.
- Independently determines priority status for the Vice President's calendar giving special attention to requests that reference important matters received or observed, such as incoming communications *(email, correspondence, statements, face-to-face meetings requests, phone calls and internal staff actions)*.
- Initiates purchase orders and/or requisitions, processes incoming invoices for department and/or project specific work.
- Interprets, recommends and implements improvements to IT's administrative policies and procedures as well as internal workflow procedures.
- Initiates and composes agendas, meeting minutes, general business correspondence, memos, spreadsheets, logs, invoices, and reports in final form, for approval or signature of VP and Directors.
- Reviews correspondence for consistency and compliance with administrative policies and procedures, approvals and signatures, as well as formatting, grammatical construction and typographical errors.
- Manages the coordination of special events and conference meetings; prepares presentation materials and provides summary and/or action reports for the VP of IT.
- Participates in Authority meetings related to IT activities.
- Secures and monitors restricted, sensitive and confidential records or information to include but not limited to records involving personnel, payroll, medical, performance or disciplinary.
- Tracks, monitors and manages office supply inventory and approves general supply orders.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's degree in Business Management, Business Administration, and at least two (2) years supervisory and/or administrative office management experience to include contract monitoring and vendor relationship management or an equivalent combination of related experience, training and education necessary to perform successfully in the role.

Department:	Information Technology
Pos. No:	00361
Pay Grade:	E3 ($65,500 - $136,200)
Last update:	03/21/2018

JOB SPECIFIC COMPENTENCIES

- Experience with Oracle expense reporting a plus.
- Advanced knowledge of Microsoft Word, Power Point, Excel and Visio required.
- Knowledge of executive administration, such as word processing, managing files and records, transcription, designing forms and other related procedures.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Knowledge of principles and processes for providing customer service, such as assessing customer needs, meeting quality standards for service, and evaluating customer satisfaction.
- Knowledge of the access, storage, destruction and release of restricted, sensitive and confidential information, and applicable guidelines.
- Knowledge of budget management.
- Ability to communicate effectively orally and/or writing.
- Skill in project management and organization.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions or approaches.
- Ability to initiate projects and presentations based on department needs.
- Ability to use discretion and independent judgment in evaluating information.
- Ability to serve the public and represent the department director or agency head with courtesy and professionalism.
- Ability to effectively lead or supervise lower level administrative staff and interns.

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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 OVERVIEW

Tampa International Airport is seeking an outstanding individual to lead, direct and provide technical guidance for the Authority's business and financial applications systems. Reporting to the Assistant Vice President of Information Technology Services, this position will provide leadership, vision and direction to the applications group to ensure its contribution to the Authority meeting its strategic goals. The Director of IT Applications will be responsible for the day-to-day management of the applications group including staffing, budgeting and other relative management functions and will be accountable for optimizing the cost, risk and value of applications throughout their life cycle.

This position requires an in depth understanding of IT applications and the service and support required of those applications. The incumbent must have knowledge and experience with the implementation and upgrading of IT applications, reporting practices applicable to applications as well as the costs and risks associated with their use. The Director of IT Applications will be responsible for ensuring the applications procured and/or utilized by the Authority cost-effectively meet the needs of the business as a whole. Must be familiar with commonly used IT technology and have knowledge of software development lifecycles, IT operations, data center operations, IT project management methodologies, IT hardware/software architectures and IT auditing and compliance practices. Ideally, the incumbent should be able to prepare and present complex information technology application concepts and reports to a wide range of technical and non-technical stake holders. Must demonstrate capability and passion for innovation to meet the growth demand of the Authority's business, and ability to conceptualize new ideas for continuous improvements.

POSITION ACCOUNTIBILITIES

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.*

- Oversees the assessment of the technical and business fitness of the Authority's business applications portfolio as well as their associated costs and risks.
- Collaborates with IT managers, staff and stake holders to define a prioritized set of business outcomes and application work to accomplish those outcomes within the limitations of the projects budget.
- Directs the systems analysis, programming and project management activities of system-wide ERP core applications systems and Authority database management systems and non-enterprise, departmental application systems.
- Leads system-wide initiatives to improve efficiency and effectiveness of the Authority's business processes in accordance with priorities and directions negotiated and discussed with various leadership groups.
- Recognizes and advances opportunities for the utilization of the Authority's information technology investments.
- Reviews and approves all systems development project requests, and coordinates schedules and related departmental activities.
- Provides overall direction and guidance to assigned senior project team members; supervises professional staff.
- Prepares activity and progress reports regarding all systems analysis and programming areas.
- Collaborates with other Information Technology management staff regarding enterprise and system-wide computer architecture, capacity, planning, security and usage.
- Oversees the formulation of business applications project objectives and system development requirements.
- Creates and manages the enterprise applications budget and provides input in the administration of related budgets.
- Formulating and implementing application developments security standards in partnership with the Information Security Office to ensure the Authority's applications are effectively secured and that risks are mitigated.

- Overseeing support activities in conjunction with IT Infrastructure and Operations to ensure the applications perform well in testing and production.
- Directs, leads and mentors applications group personnel, providing development opportunities to enhance their skills in order to meet the needs of the Authority.
- Develop and enhance methodologies and practices for the application life cycle management in line with best practices and practical experience of continuous improvement.
- Leads vendor/software package selection/evaluation and implementation. Engages with Procurement and Legal for contract management and guidance
- Contributes to the overall technology strategy, architecture and process improvements for the Authority.

MINIMUM QUALIFICATIONS

Bachelor's degree in Information Systems, Computer Science, Management Information Systems, Computer Engineering, or other related discipline. At least seven (7) years of professional experience in relevant information technology leadership roles.

JOB SPECIFIC COMPENTENCIES

- Knowledge of information technology designs, setups, installation, implementation and maintenance.
- Knowledge of security issues, crisis management and business continuity; and legal issues regarding technology.
- Knowledge of software life cycle activities.
- Knowledge of driving new continual improvement to IT's strategies in response to the Authority's evolving needs.
- Knowledge of business case analysis.
- Knowledge of costing, budgeting (development and management), risk and financial analysis.
- Knowledge of quality assurance concepts and procedures.
- Excellent verbal and written communication skills, interpersonal relationships, leadership and management principles and decision-making abilities.
- Enterprise Applications experience, accountable for customer satisfaction.
- Experience in areas such as opportunity prospecting, proposal development, proposal presentation.
- Experience working with multiple units and/or organizations, building relationships, and with highly collaborative projects.
- Experience in evaluating programs and thinking strategically about future directions for IT.
- Strong project management skills including management of multiple projects, and concept development.
- Skill in defining program objectives and establishing information technology standards, policies, and budgets.
- Skill in analyzing and improving operational effectiveness.
- Skill in program development, analysis, and strategic planning.
- Skill in managing the work of others, including leading and motivating managerial staff.
- Excellent written and oral communication and conflict resolutions skills
- Ability to work with Senior Executives.
- Ability to plan, establish, manage, and evolve applications systems and solutions in support of the Authority's strategic objectives and success.
- Ability to perform skills gap analysis, and develop solutions to fill those gaps

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Department:	Information Technology
Pos. No:	12223
Pay Grade:	E6 ($103,700-215,600) – **Exempt**
Last update:	8/2018 Compensation

POSITION OVERVIEW

Reporting to the Senior Manager of Information Security this position will work as part of the Information Security team auditing security logs, identifying and reporting information security related concerns, and participating in risk analysis and gap analysis projects.

POSITION ACCOUNTIBILITIES

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.

- 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

Associate's Degree or higher from an accredited college or university with a major in information systems, computer science or other directly related field; and at least two 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, and Red Hat Linux technologies, logging solutions; and at least one technical certification obtained in the last two years from the following organizations: Cisco, CompTIA, EC-Council, or Microsoft. A Security + certification (or higher) is preferred.

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Department:	Information Technology
Pos. No:	00000
Pay Grade:	E3 ($65,500 – $136,300) – **Exempt**
Last update:	10/19/2018 WID

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.

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Tampa International Airport

Position Title: *IT Project Manager*

POSITION OVERVIEW

Reporting to the Manager of the Project Management Office, this position is responsible for managing and coordinating technical and business resources involved in technology systems analysis, development, coordination, implementation and documentation of new or existing information systems to ensure effective systems controls are in place to support business operations.

POSITION ACCOUNTIBILITIES

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- Prepares project plans and schedules to include coordinating requirements, tasks, work assignments, and resources to ensure project integrity.
- Oversees the preparation of project objectives and system development requirements.
- Ensures that project goals and benefits are accomplished and in line with business objectives.
- Assigns duties and responsibilities to project team.
- Supervises a team of technical and functional personnel engaged in the performance of highly complex systems and/or programming project activities.
- Participates directly in project development, as required.
- Provides leadership, technical guidance and conducts training to ensure the success of projects.
- Monitors activities performed by the project team to insure all products and documentation meet departmental standards.
- Develops plans for testing and implementing systems and monitors those processes to ensure desired results are achieved.
- Evaluates project performance through the review and preparation of project phase reviews and status reports.
- Continuously improves and updates existing project management documentation and processes.
- Assists with the functions of the Project Management Office
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

The minimum qualifications to perform successfully in this position include a Bachelor's degree from an accredited college or University with a major in Computer Science, Business, Management, or other related degree; and four years of project management experience, PMP certification and a valid Driver's License. Preference will be given for experience working in a Strategic Project Management Office and experience working with a Project Portfolio Management system.

KEY KNOWLEDGE, SKILLS AND ABILITIES:

- Strong leadership, team-building, employee engagement, consensus-building, analytical and issue resolution skills.
- Knowledge of project management (PM) methodology and experience with major defined PM approaches.
- Significant knowledge of project planning/scheduling tools with practical application
- Ability to establish and maintain effective working relations with others within and outside own organization.
- Effective influencing and negotiating skills in and environment where you do not directly control resources
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Ability to collect, organize and analyze data and develop logical conclusions.
- Ability to prepare effective training materials and conduct training classes.
- Results-driven and decisive with an ability to execute plans that are operationally sound.
- Strong interpersonal and communication skills, expertise in setting and managing customer expectations.
- Ability to effectively balance multiple high priority tasks simultaneously.
- Strong knowledge and understanding of business needs, with the ability to establish and maintain a high level of customer trust and confidence.

Department:	Information Technology
Pos. No:	
Pay Grade:	E3 $65,500-136,200
Last update:	01/23/2017 WID

POSITION OVERVIEW

This position will be engaged in professional information technology work installing and configuring systems, installing server hardware and software, as well as maintenance and repair of issues with various system hardware and software. The work is tier 2 to tier 3 in nature in the ITS (Information Technology Services) Department and includes intermediate server and system technical support of hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on server and system related projects of intermediate scope and complexity. Employees in this class are expected to support the resolution of intermediate work problems and tasks under limited supervision in one or more of the following areas: servers, systems, storage, software and peripherals as well as to act as an escalation point for issues not able to be resolved by lower tiers. Work requires creative and original thinking and is performed under the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Infrastructure Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates intermediate knowledge in at least one of the departmental section disciplines: server management, system administration, network management, desktop management, mobile device management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated intermediate proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.
- Creates and manages user directories and files on the server platforms.

- Monitors, diagnoses and resolves common operating system problems
- Assists with the troubleshooting, maintenance and repair of operating systems and applications.
- Assists with backup and recovery processes
- Assists with the evaluation and recommendation of various software and hardware solutions to meet user needs.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Strong knowledge of Microsoft Windows Server environments, preferably 2012R2, 2016.
- Knowledge of server virtualization technologies, preferably VMware versions 6.0 and 6.5.
- Knowledge of backup/restore technologies and products, preferably NetBackup
- Knowledge of Microsoft Windows Server Clustering.
- Some knowledge of Red Hat Enterprise Linux Version 6 or Version 7.
- Knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of datacenter configuration and operational support methodology.
- Knowledge of Active Directory management, including but not limited to, Group Policy administration, replication, and user/group permissions.
- Knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Knowledge of various storage system technologies, including iSCSI, Fiber-Channel, DAS, NAS.
- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.
- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.

MINIMUM QUALIFICATIONS

Education: Associate Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: Four years of information technology experience in intermediate support of servers, systems, software, peripherals and storage technology.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: CompTIA A+, CompTIA Network+ or Microsoft Certified Professional required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs server hardware and software, as well as peripherals and cabling
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Intermediate skill in managing personal daily activities and tasks for self.
- Intermediate skill in use and application of reference materials to support resolution of standard problems.
- Intermediate skill in the application of theory in resolving problems.
- Intermediate skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.

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POSITION OVERVIEW

This position will be engaged in professional audio visual support work which is developmental in nature in the ITS (Information Technology Services) Department including basic technical support of AV hardware and software in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on AV related projects of limited scope and complexity. Employees in this class are expected to support the resolution of basic work problems and tasks under close supervision in one or more of the following areas: audio visual, service desk support, desktop and peripheral support, mobile device support, application support and network support. Work requires creative and original thinking and is performed under the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Client & Field Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates basic knowledge in at least one of the departmental section disciplines: audio visual management, network management, desktop management, mobile device management, server management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated basic proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Basic skill in managing personal daily activities and tasks for self.
- Basic skill in the use and application of reference materials to support resolution of basic and intermediate desktop issues.
- Basic skill in the application of theory in desktop
- Basic skill in applying new technologies, soft skills and procedures.
- Basic ability to mentor teammates; work within teams to achieve success with others
- Ability to prepare and deliver effective section-level presentations at various levels.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Experience in supporting currently installed audio visual equipment to ensure functionality.
- Experience to replace audio visual installed across the facility

MINIMUM QUALIFICATIONS

Education: Graduation from high school or possession of a G.E.D. Certificate; or An equivalent combination of related education, training, and/or experience.

Experience: Two years of information technology experience in basic support of hardware and software utilized to enhance live events such as microphones, displays/signage, video recording, projects, lighting and sound mixing equipment.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: AV industry certifications preferred but not required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs desktop hardware and software, as well as peripherals and cabling
- Assists a more senior team member in performing technical support in a formal or informal Service Desk settings to end users with common hardware and software problems, which includes logging, troubleshooting, resolving and escalating issues to the appropriate ITS resources.

- Basic skill in managing personal daily activities and tasks for self.
- Basic skill in use and application of reference materials to support resolution of standard problems.
- Basic skill in the application of theory in resolving problems.
- Basic skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.

TPA MISSION STATEMENT

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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 OVERVIEW

This position will be engaged in professional desktop and field support work which is tier 1 to tier 2 in nature in the ITS (Information Technology Services) Department including basic technical support of hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on field and desktop related projects of limited scope and complexity. Employees in this class are expected to support the resolution of basic work problems and tasks under close supervision in one or more of the following areas: service desk support, desktop and peripheral support, mobile device support, application support and network support. Work requires creative and original thinking and is performed under the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Client & Field Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates basic knowledge in at least one of the departmental section disciplines: network management, desktop management, mobile device management, server management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated basic proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Basic skill in managing personal daily activities and tasks for self.
- Basic skill in the use and application of reference materials to support resolution of basic and intermediate desktop issues.
- Basic skill in the application of theory in desktop
- Basic skill in applying new technologies, soft skills and procedures.
- Basic ability to mentor teammates; work within teams to achieve success with others
- Ability to prepare and deliver effective section-level presentations at various levels.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Intermediate knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of systems analysis, development, project planning, and documentation methods and standards.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others
- Ability to understand and trouble shoot the currently supported Windows operating systems
- Basic skill in trouble shooting Microsoft Office products
- Basic skill in desktop software installation

MINIMUM QUALIFICATIONS

Education: Associate Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: Two years of information technology experience in basic to intermediate user support of desktops, applications, mobile devices, printers, peripherals and cabling.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: CompTIA A+, CompTIA Network+ or Microsoft Certified Professional required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.

- Under supervision, installs and repairs desktop hardware and software, as well as peripherals and cabling
- Assists a more senior team member in performing technical support in a formal or informal Service Desk settings to end users with common hardware and software problems, which includes logging, troubleshooting, resolving and escalating issues to the appropriate ITS resources.
- Basic skill in managing personal daily activities and tasks for self.
- Basic skill in use and application of reference materials to support resolution of standard problems.
- Basic skill in the application of theory in resolving problems.
- Basic skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.

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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

This position leads information technology professionals responsible for developing and maintaining technology infrastructure or services while managing the daily activities of an information technology teams, as well as provides technical expertise and leadership in the development, implementation, and evaluation of technology solutions. This position will be engaged in professional information technology work leading an IT team. Employee is responsible for planning, organizing, allocating resources, ensuring compliance with procedures, and achieving the outcomes of the team. Duties performed involve weighing and evaluating complex factors requiring a high degree of judgment, analytical ability, and problem solving. Work requires creative and original thinking and is performed under the direction of Senior ITS management. A highly customer service driven approach is required. This role typically reports to the Senior ITS Manager.

POSITION ACCOUNTIBILITIES

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.

- Reviews, develops, or modifies work plans, methods, and procedures. Determines work priorities and develops work schedules to provide adequate staff coverage. Assigns and distributes work and reviews work for accuracy and completeness and returning assignments with recommendations for proper completion.
- Responds to customer service escalations and complaints and assists subordinate staff with difficult or unusual assignments. Resolves problems and mediates conflicts encountered during daily operations. Promotes teamwork and encourages regular communication. Informs staff of relevant business issues and their impact on the organization.
- Provides recommendations to higher level management on the development of goals, objectives, and priorities for the operation. Recommends and establishes objectives for the work group and special projects to achieve these overall goals, objectives, and priorities.
- Provides technical expertise to clients and IT staff by identifying technology solutions to meet business needs and by leading the design, development, and/or maintenance of supported technologies.
- Represents the work group in meetings with vendors and clients to implement technology solutions and to resolve escalated issues. Cultivates, fosters, and maintains positive working relationships user and peer groups to gain their cooperation and support technology projects.
- Implements and maintains standards and procedures for the work group. Monitors and evaluates daily operations to ensure standards and procedures are being followed. Recommends and implements process improvements for the work group.
- Provides input into the development of performance metrics for work group; implements, monitors, and analyzes performance metrics, sharing results with higher level management.
- Conducts hiring interviews and selects candidate(s) for job opening(s).
- Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.
- Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Education: Bachelor Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: 3-5 years of information technology experience with proven leadership experience

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: ITIL, CompTIA A+, CompTIA Network+ and advanced Microsoft Certified Professional preferred.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.
- Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.
- Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.
- Influencing - Collaborates with, persuades and influences others.
- Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.
- Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.
- Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.
- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Advanced skill in managing personal daily activities and tasks for staff and self.
- Advanced skill in use and application of reference materials to support resolution of standard problems.
- Advanced skill in the application of theory in resolving problems.
- Advanced skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.

- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

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Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
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POSITION OVERVIEW

This position will be engaged in professional information technology work installing and configuring wired and wireless network system hardware and software, as well as maintenance and repair of issues with various network hardware and software. The work is tier 2 to tier 3 in nature in the ITS (Information Technology Services) Department and includes basic to intermediate wired and wireless technical support of network hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on network related projects of limited scope and complexity. Employees in this class are expected to support the resolution of basic to intermediate work problems and tasks under close supervision in one or more of the following areas: switches, routers, firewalls, controllers, access points, network appliances as well as to act as an escalation point for issues not able to be resolved by lower tiers. Work requires creative and original thinking and is performed under the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Infrastructure Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates basic to intermediate knowledge in at least one of the departmental section disciplines: server management, system administration, network management, desktop management, mobile device management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated basic to intermediate proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.

- Creates and manages user directories and files on the server platforms.
- Monitors, diagnoses and resolves common operating system problems
- Assists with the troubleshooting, maintenance and repair of operating systems and applications.
- Assists with backup and recovery processes
- Assists with the evaluation and recommendation of various software and hardware solutions to meet user needs.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Knowledge of Cisco switching environments
- Knowledge of Cisco routers, Wireless and Voice over Internet Protocol
- Knowledge of IP schemas and subnetting
- Knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of datacenter configuration and operational support methodology.
- Knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Some Knowledge of various storage system technologies, including iSCSI, Fiber-Channel, DAS, NAS.
- Some knowledge of
- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.
- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.

MINIMUM QUALIFICATIONS

Education: Associate Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: Two years of information technology experience in basic to intermediate support of switches, routers, firewalls, controllers, access points, network appliances and monitoring tools.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: CompTIA Network+ or Cisco CCNA preferred.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs server hardware and software, as well as peripherals and cabling
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Intermediate skill in managing personal daily activities and tasks for self.
- Intermediate skill in use and application of reference materials to support resolution of standard problems.
- Intermediate skill in the application of theory in resolving problems.
- Intermediate skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
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Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
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POSITION OVERVIEW

This position will be engaged in professional information technology work installing and configuring wired and wireless network system hardware and software, as well as maintenance and repair of issues with various network hardware and software. In addition, the position performs full performance information technology work in planning, designing, developing and monitoring all aspects of the ITS network infrastructure. The work is top tier in nature in the ITS (Information Technology Services) Department and includes advanced network and system technical support of network hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on network related projects of advanced scope and complexity. Employees in this class are expected to support the resolution of advanced work problems and tasks with limited to no supervision in one or more of the following areas: switches, routers, firewalls, controllers, access points, network appliances as well as to act as an escalation point for issues not able to be resolved by lower tiers. Work requires creative and original thinking and is performed under the direction of ITS Management. A highly customer service driven approach is required. This role typically reports to the ITS Infrastructure Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates advanced knowledge in at least one of the departmental section disciplines: server management, system administration, network management, desktop management, mobile device management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated advanced proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.

- Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.
- Creates and manages user directories and files on the server platforms.
- Monitors, diagnoses and resolves common operating system problems
- Assists with the troubleshooting, maintenance and repair of operating systems and applications.
- Assists with backup and recovery processes
- Assists with the evaluation and recommendation of various software and hardware solutions to meet user needs.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Strong knowledge of data center design and network architecture in a data center.
- Strong knowledge of Cisco switching environments
- Strong knowledge of Cisco routers, Wireless and Voice over Internet Protocol
- Strong knowledge of IP schemas and subnetting
- Strong knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of datacenter configuration and operational support methodology.
- Knowledge of device monitoring through tools such as Cisco Prime LMS, Solar Winds and Cisco Prime Infrastructure
- Knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Some Knowledge of various storage system technologies, including iSCSI, Fiber-Channel, DAS, NAS.
- Knowledge of Cisco Unified Communication Manager
- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.
- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.

MINIMUM QUALIFICATIONS

Education: Bachelor Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.
Experience: Five or more years of information technology experience in advanced support of switches, routers, firewalls, controllers, access points, network appliances and monitoring tools.
Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.
Licensure and/or Certification: Cisco CCNA and other advance network certifications required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.

- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs server hardware and software, as well as peripherals and cabling
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Advanced skill in managing personal daily activities and tasks for self.
- Advanced skill in use and application of reference materials to support resolution of standard problems.
- Advanced skill in the application of theory in resolving problems.
- Advanced skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.

TPA MISSION STATEMENT

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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 OVERVIEW

This position will be engaged in professional information technology work installing and configuring systems, installing server hardware and software, as well as maintenance and repair of issues with various system hardware and software. The work is tier 2 to tier 3 in nature in the ITS (Information Technology Services) Department and includes advanced server and system technical support of hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on server and system related projects of advanced scope and complexity. Employees in this class are expected to support the resolution of advanced work problems and tasks under no supervision in one or more of the following areas: servers, systems, storage, software and peripherals as well as to act as an escalation point for issues not able to be resolved by lower tiers. Work requires creative and original thinking and is performed under the direction of more ITS management. A highly customer service driven approach is required. This role typically reports to the ITS Infrastructure Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates advanced knowledge in at least one of the departmental section disciplines: server management, system administration, network management, desktop management, mobile device management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated advanced proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.
- Creates and manages user directories and files on the server platforms.

- Monitors, diagnoses and resolves common operating system problems
- Assists with the troubleshooting, maintenance and repair of operating systems and applications.
- Assists with backup and recovery processes
- Assists with the evaluation and recommendation of various software and hardware solutions to meet user needs.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Strong knowledge of server virtualization technologies, preferably VMware versions 6.0 and 6.5.
- Strong knowledge of backup/restore technologies and products, preferably NetBackup
- Strong knowledge of Microsoft Windows Server Clustering.
- Strong knowledge of Red Hat Enterprise Linux Version 6 or Version 7.
- Strong Knowledge of vulnerability identification/remediation techniques and applications.
- Strong Knowledge of datacenter configuration and operational support methodology.
- Strong Knowledge of Active Directory management, including but not limited to, Group Policy administration, replication, and user/group permissions.
- Knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Knowledge of various storage system technologies, including iSCSI, Fiber-Channel, DAS, NAS.
- Ability to dismantle, replace components and reassemble servers.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.
- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.
- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.

MINIMUM QUALIFICATIONS

Education: Bachelor Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: Seven or more years of information technology experience in advanced support of servers, systems, software, peripherals and storage technology.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: CompTIA A+, CompTIA Network+ and advanced Microsoft Certified Professional required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs server hardware and software, as well as peripherals and cabling
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Advanced skill in managing personal daily activities and tasks for self.
- Advanced skill in use and application of reference materials to support resolution of standard problems.
- Advanced skill in the application of theory in resolving problems.
- Advanced skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
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Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.

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TPA VISION STATEMENT

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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 OVERVIEW

This position will be engaged in professional work which is developmental in nature in the ITS (Information Technology Services) Department including basic technical support of hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This entry-level position is designed to train the incumbent to perform IT technical work on projects of limited scope and complexity. Employees in this class are expected to support the resolution of basic work problems and tasks under close supervision in one or more of the following areas: service desk support, desktop and peripheral support, mobile device support, application support and network support. Work requires creative and original thinking and is performed under the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Service Desk Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates basic knowledge in at least one of the departmental section disciplines: network management, desktop management, mobile device management, server management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated basic proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of basic incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skills are required for this role:

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Basic skill in managing personal daily activities and tasks for self.
- Basic skill in the use and application of reference materials to support resolution of basic and intermediate desktop issues.
- Basic skill in the application of theory in desktop
- Basic skill in applying new technologies, soft skills and procedures.
- Basic ability to mentor teammates; work within teams to achieve success with others
- Ability to prepare and deliver effective section-level presentations at various levels.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Intermediate knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of systems analysis, development, project planning, and documentation methods and standards.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others
- Ability to understand and trouble shoot the currently supported Windows operating systems
- Basic skill in trouble shooting Microsoft Office products
- Basic skill in desktop software installation

MINIMUM QUALIFICATIONS

Education: Graduation from high school or possession of a G.E.D. Certificate; or An equivalent combination of related education, training, and/or experience.

Experience: Two years of applicable information technology experience in user support of desktops, applications, mobile devices, printers, peripherals and cabling.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: CompTIA A+, CompTIA Network+ and/or Microsoft preferred but not required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs desktop hardware and software, as well as peripherals and cabling
- Assists a more senior team member in performing technical support in a formal or informal Service Desk settings to end users with common hardware and software problems, which includes logging, troubleshooting, resolving and escalating issues to the appropriate ITS resources.
- Basic skill in managing personal daily activities and tasks for self.
- Basic skill in use and application of reference materials to support resolution of basic problems.
- Basic skill in the application of theory in resolving problems.
- Basic skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, basic problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
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POSITION OVERVIEW

This position will be engaged in professional information technology work installing and configuring systems, installing server hardware and software, as well as maintenance and repair of issues with various system hardware and software. The work is tier 2 to tier 3 in nature in the ITS (Information Technology Services) Department and includes basic to intermediate server and system technical support of hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on server and system related projects of limited scope and complexity. Employees in this class are expected to support the resolution of basic to intermediate work problems and tasks under close supervision in one or more of the following areas: servers, systems, storage, software and peripherals as well as to act as an escalation point for issues not able to be resolved by lower tiers. Work requires creative and original thinking and is performed under the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Infrastructure Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates basic to intermediate knowledge in at least one of the departmental section disciplines: server management, system administration, network management, desktop management, mobile device management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated basic to intermediate proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.
- Creates and manages user directories and files on the server platforms.
- Monitors, diagnoses and resolves common operating system problems
- Assists with the troubleshooting, maintenance and repair of operating systems and applications.
- Assists with backup and recovery processes
- Assists with the evaluation and recommendation of various software and hardware solutions to meet user needs.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Knowledge of Microsoft Windows Server environments, preferably 2012R2, 2016.
- Knowledge of server virtualization technologies, preferably VMware versions 6.0 and 6.5.
- Knowledge of backup/restore technologies and products, preferably NetBackup
- Knowledge of Microsoft Windows Server Clustering.
- Knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of datacenter configuration and operational support methodology.
- Knowledge of Active Directory management, including but not limited to, Group Policy administration, replication, and user/group permissions.
- Knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Some Knowledge of various storage system technologies, including iSCSI, Fiber-Channel, DAS, NAS.
- Some knowledge of Red Hat Enterprise Linux Version 6 or Version 7.
- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.
- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.

MINIMUM QUALIFICATIONS

Education: Associate Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: Two years of information technology experience in basic to intermediate support of servers, systems, software, peripherals and storage technology.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: CompTIA A+, CompTIA Network+ or Microsoft Certified Professional required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs server hardware and software, as well as peripherals and cabling
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Intermediate skill in managing personal daily activities and tasks for self.
- Intermediate skill in use and application of reference materials to support resolution of standard problems.
- Intermediate skill in the application of theory in resolving problems.
- Intermediate skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.

- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

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Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
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POSITION OVERVIEW

This position will be engaged in professional information technology work installing and configuring systems, installing server hardware and software, as well as maintenance and repair of issues with various system hardware and software. The work is tier 2 to tier 3 in nature in the ITS (Information Technology Services) Department and includes advanced server and system technical support of hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on server and system related projects of advanced scope and complexity. Employees in this class are expected to support the resolution of advanced work problems and tasks under no supervision in one or more of the following areas: servers, systems, storage, software and peripherals as well as to act as an escalation point for issues not able to be resolved by lower tiers. Work requires creative and original thinking and is performed under the direction of more ITS management. A highly customer service driven approach is required. This role typically reports to the ITS Infrastructure Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates advanced knowledge in at least one of the departmental section disciplines: server management, cloud management, system administration, network management, desktop management, mobile device management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated advanced proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.

- Creates and manages user directories and files on the server platforms.
- Monitors, diagnoses and resolves common operating system problems
- Assists with the troubleshooting, maintenance and repair of operating systems and applications.
- Assists with backup and recovery processes
- Assists with the evaluation and recommendation of various software and hardware solutions to meet user needs.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Strong knowledge of server virtualization technologies, preferably VMware versions 6.0 and 6.5.
- Strong knowledge of virtual desktop infrastructure (VDI), preferably Citrix
- Strong knowledge of backup/restore technologies and products, preferably NetBackup
- Strong knowledge of Microsoft Windows Server Clustering.
- Strong knowledge of Red Hat Enterprise Linux Version 6 or Version 7.
- Strong Knowledge of vulnerability identification/remediation techniques and applications.
- Strong Knowledge of datacenter configuration and operational support methodology.
- Strong Knowledge of Active Directory management, including but not limited to, Group Policy administration, replication, and user/group permissions.
- Knowledge of cloud infrastructure concepts, and experience managing assets in cloud environments
- Knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Knowledge of various storage system technologies, including iSCSI, Fiber-Channel, DAS, NAS.
- Ability to dismantle, replace components and reassemble servers.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.
- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.
- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.

MINIMUM QUALIFICATIONS

Education: Bachelor Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.
Experience: Five or more years of information technology experience in advanced support of servers, systems, software, peripherals and storage technology.
Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.
Licensure and/or Certification: CompTIA A+, CompTIA Network+ and advanced Microsoft Certified Professional required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.

- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs server hardware and software, as well as peripherals and cabling
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Advanced skill in managing personal daily activities and tasks for self.
- Advanced skill in use and application of reference materials to support resolution of standard problems.
- Advanced skill in the application of theory in resolving problems.
- Advanced skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.

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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 OVERVIEW

This position will be engaged in professional information technology work installing and configuring systems, installing server hardware and software, as well as maintenance and repair of issues with various system hardware and software. The work is tier 2 to tier 3 in nature in the ITS (Information Technology Services) Department and includes advanced server and system technical support of hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on server and system related projects of advanced scope and complexity. Employees in this class are expected to support the resolution of advanced work problems and tasks under no supervision in one or more of the following areas: servers, systems, storage, software and peripherals as well as to act as an escalation point for issues not able to be resolved by lower tiers. Work requires creative and original thinking and is performed under the direction of more ITS management. A highly customer service driven approach is required. This role typically reports to the ITS Infrastructure Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates advanced knowledge in at least one of the departmental section disciplines: server management, system administration, network management, desktop management, mobile device management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated advanced proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.
- Creates and manages user directories and files on the server platforms.
- Monitors, diagnoses and resolves common operating system problems
- Assists with the troubleshooting, maintenance and repair of operating systems and applications.
- Assists with backup and recovery processes
- Assists with the evaluation and recommendation of various software and hardware solutions to meet user needs.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Strong knowledge of server virtualization technologies, preferably VMware versions 6.0 and 6.5.
- Strong knowledge of backup/restore technologies and products, preferably NetBackup
- Strong knowledge of Microsoft Windows Server Clustering.
- Strong knowledge of Red Hat Enterprise Linux Version 6 or Version 7.
- Strong Knowledge of vulnerability identification/remediation techniques and applications.
- Strong Knowledge of datacenter configuration and operational support methodology.
- Strong Knowledge of Active Directory management, including but not limited to, Group Policy administration, replication, and user/group permissions.
- Knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Knowledge of various storage system technologies, including iSCSI, Fiber-Channel, DAS, NAS.
- Ability to dismantle, replace components and reassemble servers.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.
- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.
- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.

MINIMUM QUALIFICATIONS

Education: Bachelor Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.
Experience: Five or more years of information technology experience in advanced support of servers, systems, software, peripherals and storage technology.
Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.
Licensure and/or Certification: CompTIA A+, CompTIA Network+ and advanced Microsoft Certified Professional required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs server hardware and software, as well as peripherals and cabling
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Advanced skill in managing personal daily activities and tasks for self.
- Advanced skill in use and application of reference materials to support resolution of standard problems.
- Advanced skill in the application of theory in resolving problems.
- Advanced skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
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- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.

- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
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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 OVERVIEW

This position will be engaged in professional information technology work leading ITS resources with installing and configuring wired and wireless network system hardware and software, as well as maintenance and repair of issues with various network hardware and software. In addition, the position performs full performance information technology work in planning, designing, developing and monitoring all aspects of the ITS network infrastructure. The work is top tier in nature in the ITS (Information Technology Services) Department and includes advanced network and system technical support of network hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on network and system related projects of the most advanced scope and complexity. Employees in this class are expected to support the resolution of advanced work problems and tasks under no supervision in one or more of the following areas: switches, routers, firewalls, controllers, access points, network appliances and peripherals as well as to act as an escalation point for issues not able to be resolved by lower tiers. Other team members will work under the day-to-day direction of this role. Work requires creative and original thinking and is performed under the direction of ITS management. A highly customer service driven approach is required. This role typically reports to the ITS Infrastructure Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates advanced knowledge in at least one of the departmental section disciplines: server management, system administration, network management, desktop management, mobile device management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated advanced proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.

- Creates and manages user directories and files on the server platforms.
- Monitors, diagnoses and resolves common operating system problems
- Assists with the troubleshooting, maintenance and repair of operating systems and applications.
- Assists with backup and recovery processes
- Assists with the evaluation and recommendation of various software and hardware solutions to meet user needs.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Ability to guide and mentor peers toward professional success.
- Ability to make key, long term technology decisions for the greater good of the business.
- Strong knowledge of data center design and network archecture in a data center.
- Strong knowledge of Cisco switching environments
- Strong knowledge of Cisco routers, Wireless and Voice over Internet Protocol
- Strong knowledge of IP schemas and subnetting
- Strong knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of datacenter configuration and operational support methodology.
- Knowledge of device monitoring through tools such as Cisco Prime LMS, SolarWinds and Cisco Prime Infrastructure
- Knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Some Knowledge of various storage system technologies, including iSCSI, Fiber-Channel, DAS, NAS.
- Knowledge of Cisco Unified Communication Manager
- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.
- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.

MINIMUM QUALIFICATIONS

Education: Bachelor Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: 2 years of leadership experience and 10 or more years of information technology experience in advanced support of servers, systems, software, peripherals and storage technology.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: Cisco CCNA or other advanced network certifications required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs server hardware and software, as well as peripherals and cabling
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Advanced skill in managing personal daily activities and tasks for self.
- Advanced skill in use and application of reference materials to support resolution of standard problems.
- Advanced skill in the application of theory in resolving problems.
- Advanced skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

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Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
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POSITION OVERVIEW

This position will be engaged in professional information technology work leading ITS resources with installing and configuring systems, installing server hardware and software, as well as maintenance and repair of issues with various system hardware and software. In addition, the position performs full performance information technology work in planning, designing, developing and monitoring all aspects of the ITS infrastructure. The work is top tier in nature in the ITS (Information Technology Services) Department and includes advanced server and system technical support of hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on server and system related projects of the most advanced scope and complexity. Employees in this class are expected to support the resolution of advanced work problems and tasks under no supervision in one or more of the following areas: servers, systems, storage, software and peripherals as well as to act as an escalation point for issues not able to be resolved by lower tiers. Other team members will work under the day-to-day direction of this role. Work requires creative and original thinking and is performed under the direction of ITS management. A highly customer service driven approach is required. This role typically reports to the ITS Infrastructure Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates advanced knowledge in at least one of the departmental section disciplines: server management, system administration, network management, desktop management, mobile device management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated advanced proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.
- Creates and manages user directories and files on the server platforms.
- Monitors, diagnoses and resolves common operating system problems
- Assists with the troubleshooting, maintenance and repair of operating systems and applications.
- Assists with backup and recovery processes
- Assists with the evaluation and recommendation of various software and hardware solutions to meet user needs.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Ability to guide and mentor peers toward professional success.
- Ability to make key, long term technology decisions for the greater good of the business.
- Strong knowledge of data center design and server archecture in a data center.
- Strong knowledge of Microsoft Windows Server environments, preferably 2012R2, 2016.
- Strong knowledge of server virtualization technologies, preferably VMware versions 6.0 and 6.5.
- Strong knowledge of backup/restore technologies and products, preferably NetBackup
- Strong knowledge of Microsoft Windows Server Clustering.
- Strong knowledge of Red Hat Enterprise Linux Version 6 or Version 7.
- Strong Knowledge of vulnerability identification/remediation techniques and applications.
- Strong Knowledge of datacenter configuration and operational support methodology.
- Strong Knowledge of Active Directory management, including but not limited to, Group Policy administration, replication, and user/group permissions.
- Strong Knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Strong Knowledge of various storage system technologies, including iSCSI, Fiber-Channel, DAS, NAS.
- Ability to dismantle, replace components and reassemble servers.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to read and interpret architectural drawings with regard to the design of data centers, server racks, cabinets, fiber and copper infrastructure.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.
- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.
- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.

MINIMUM QUALIFICATIONS

Education: Bachelor Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: 2 years of leadership experience and 10 or more years of information technology experience in advanced support of servers, systems, software, peripherals and storage technology.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: CompTIA A+, CompTIA Network+ and advanced Microsoft Certified Professional required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs server hardware and software, as well as peripherals and cabling
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Advanced skill in managing personal daily activities and tasks for self.
- Advanced skill in use and application of reference materials to support resolution of standard problems.
- Advanced skill in the application of theory in resolving problems.
- Advanced skill in applying new technologies, soft skills and procedures.

- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
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Physical Requirements

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Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
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Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
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Tampa International Airport

Position Title: *Lead Server System Engineer*

POSITION OVERVIEW

Description...

POSITION ACCOUNTIBILITIES

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.*

- Prepares, manages, and supports the enterprise server environment.
- Performs Tier II/III support as a backup to the Tier I helpdesk team.
- Research and develop the future technology plans for the Authority.
- Prepares project plans and schedules to include coordinating requirements, tasks, work assignments, and resources to ensure project integrity for customer support, for the group
- Ensures server equipment meets or exceeds applicable compliance requirements (e.g. PCI, CJIS).
- Utilizes industry standard tools to locate and remediate security vulnerabilities.
- Responsible for upkeep of 3rd party application updates on a schedule.
- Provide direction and technical expertise to the team as required
- Participates directly in project development, as required.
- Prepares and reviews specifications for information systems for all server equipment purchases.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited two year degree granting college or university with a major in Computer Science, Business Management, Public Administration, Accounting, or Engineering; and seven (7) years of experience managing servers and storage for a medium to large organization. At least three (3) years of experience in a lead or supervisory role overseeing a minimum of at least three (3) direct reports such as server engineers, supporting a medium to large size organization.

Substitution: Graduation from high school or possession of a GED certificate; and ten (10) years of experience managing servers for a medium or large organization. Preference given to applicants with relevant vendor certifications.

JOB SPECIFIC COMPENTENCIES

- Strong knowledge of server virtualization technologies, preferably VMware versions 6.0 and 6.5.
- Strong knowledge of Microsoft Windows Server environments, preferably 2012R2, 2016.
- Strong knowledge of Microsoft Windows Server Clustering.
- Some knowledge of Red Hat Enterprise Linux Version 6 or Version 7
- Strong knowledge of vulnerability identification/remediation techniques and applications.
- Strong knowledge of datacenter configuration and operational support methodology.
- Strong knowledge of Active Directory management, including but not limited to, Group Policy administration, replication, and user/group permissions.
- Considerable knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Knowledge of various storage system technologies, including iSCSI, Fibre-Channel, DAS, NAS.

Department:	Information Technology
Pos. No:	14531
Pay Grade:	E4 ($76,500 – $158,000) – **Exempt**
Last update:	03/14/2018 WID

- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.
- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.
- Ability to optimize and document the team resources across the server environment and manage multiple projects at one time
- Ability to collect, organize and evaluate data and make logical decisions, for the team.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.

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Tampa International Airport

Position Title: Project Coordinator

POSITION OVERVIEW

Manages small projects or sub-projects. These projects are characterized as having a project value of less than $5 million and generally impacts a single business unit, department or agency. The projects managed have minimal project visibility, impact and risk at the Agency or County level.

POSITION ACCOUNTIBILITIES

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.

- Performs project management work by managing, coordinating and implementing small projects or parts of larger complex projects.
- Directs and coordinates activities concerned with the implementation of a project.
- Prepares or assists in the preparation of contract drafts, requests for proposal, and other related documents for review
- Manage project execution to ensure adherence to plan, schedule and scope.
- Identifies, tracks, monitors and communicates project-related tasks, issues, scope changes, variances and contingencies that may arise during the project implementation.
- Monitors project budget, monitors status of allocated funds and controls expenses.
- Prepares and maintains project documentation.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and
Three years of program/project management experience directly related to the position duties.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of the principles and practices of project management.
- Knowledge of the processes, activities, requirements and objectives of the functional area to which assigned.
- Ability to communicate effectively both orally and in writing.
- Ability to manage multiple tasks and solve problems involving several variables or unique situations.
- Ability to manage the details of projects, track activities and meet deadlines.
- Ability to collect, organize and analyze data and make logical decisions.

Department:	Information Technology
Pos. No:	12142
Pay Grade:	E2 ($56,200 – $116,800) – **Exempt**
Last update:	8/2018 Compensation

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Tampa International Airport

Position Title: *Sr.* Applications Support Analyst

POSITION OVERVIEW

Under the supervision of the Senior Manager, Business Applications, the Sr. Support Analyst will provide functional and technical support to end users on various enhancements, issues and problems relating to Oracle e-Business software. They will also be responsible for responding to, documenting and resolving service tickets in a timely manner according to our SLA. The Support Analyst will perform project lead, root cause analysis, develop checklists for typical enhancements, problems and recommend procedures and controls. This position will support multiple applications and/or modules with Oracle e-Business and support Best of Breed Application Interfaces and Cloud Services. This position may require independent work, working as a team with consulting resources, sharing information and assisting others with work orders.

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.*

- Work with Business Users on understanding and analyzing business problems
- Communicate and recommend new functionality to address system gaps and/or software releases
- Troubleshoot software issues and identify root causes of problems
- Plan application system upgrades, install new releases, and assist with migrations
- Work with team, consultants and software vendor to identify and resolve software defects and provide bug fixes
- Design and document functional applications solutions and technical integration/reports to support expanded functionality and technical development
- Stay current with technology industry and market trends, and determine their potential impact on the enterprise.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university with a degree in computer science, systems analysis or a related study, or equivalent experience or an equivalent combination of education, training and experience that would reasonably be expected to provide the job specific competencies noted below. Must have knowledge of ITIL service management best practices with strong analytical, technical, verbal and written communication skills as well as planning and organizational skills.

Core Oracle Skills Include:

- Strong Functional (Setup, Configure and Support Business) experience around Oracle E-Businesss (EBS) 12.1.X and 12.2.X Financials (GL, AR, AP, Fixed Assets, Project Costing, and SLA) and Procurement (Vendors, Purchasing, Inventory and Shipping), Sourcing/Vendor Contract a plus.
- Strong leading Business Users through Financial and Procurement out of the box functionality to support proof of concepts and new capabilities.
- Strong SQL and PL/SQL experience, Oracle Forms, and Reports.
- Knowledge of PO, Inv, GL, AP, AR, FA, CE and Project Costing Schemas.
- Knowledge around out of the box interfaces tables, APIs/Packages, base tables, seeded workflows in Oracle modules in 12.1.X and 12.2.X.
- Very good knowledge using and modifying APIs, Fast Formulas and Concurrent processes.
- Design custom reports, interfaces, conversions, and enhancements (RICE) to support the developers technical design/coding requirements.

Department:	Information Technology
Pos. No:	533112
Pay Grade:	E2 ($85,200-$116,800) - **Exempt**
Last update:	05/06/2019 - ALC

- Ensure solutions are complete from an end to end perspective, follow design and architecture principles, and provide the proper tool sets for end user support of interfaces.
- Support the definition of the process, standards and tools to enable RICE development for Oracle EBS.
- Manage risks associated with program implementation and developing risk mitigation strategies.
- Works independently or with a team.
- Manage Implementation of functional and technical migration to production.
- Act as a project lead to support design, development and deployment of key functionality.

The ideal candidate will have 5 to 10 years of experience supporting Oracle e-Business Suite 12.1.x and 12.2.X with the ability to create, update, deploy and review functional and technical capabilities and documents.

COMPENSATION

$75,000 TO $80,000* commensurate with experience

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Tampa International Airport

Position Title: Senior Audio Visual Technology Specialist

POSITION OVERVIEW

Tampa International Airport is seeking an outstanding individual to be responsible for all Authority Audio Visual projects, support and design. The incumbent reports to the Manager of IT Innovation and Infrastructure Support.

POSITION ACCOUNTIBILITIES

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.

- Prepares project plans and schedules to include coordinating requirements, tasks, work assignments, and resources to ensure project integrity.
- Prepares the Audio Visual vision on how the company will utilize future technology features.
- Oversees the formulation of project objectives and system development requirements as it relates to the audio visual design.
- Manages a staff of technical personnel engaged in the performance of highly complex systems and/or programming activities. This focus is specifically required for Audio Visual support and design.
- Participates directly in project development, as required.
- Monitors activities performed by the project staff to include ensuring that all product and documentation meet departmental standards.
- Analyzes methods of obtaining and presenting information together with reviewing and evaluating alternative sources of information.
- Prepares specifications for information systems and performance standards for all audio visual equipment.
- Analyzes the impact of information as it relates to structure, and user relationships with audio visual equipment.
- Develops plans for testing and implementing systems and monitors those processes to ensure desired results are achieved on Audio Visual initiatives.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university with a major in Computer Science, Business Management, Public Administration, Accounting, or Engineering; and three years of experience managing Audio Visual projects, including experience in Creston and Extron or equivalent equipment support and design.

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Department:	Information Technology
Pos. No:	00313
Pay Grade:	E4 ($76,500 – $158,000) – **Exempt**
Last update:	8/2018 Compensation

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Department:	Information Technology
Pos. No:	00313
Pay Grade:	E4 ($76,500 – $158,000) – **Exempt**
Last update:	8/2018 Compensation

POSITION OVERVIEW

POSITION ACCOUNTIBILITIES

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.

- 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; and 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, and Redhat Linux technologies, PCI compliance, logging solutions, vulnerability management solutions; and at least one technical certification obtained in the last three years from the following organizations: Cisco, Microsoft, or CompTIA. A Certified Information Systems Security Professional (CISSP) certification is preferred.

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Tampa International Airport

Position Title: Senior IT Business Analyst

POSITION OVERVIEW

Reporting to the Manager of Project Management Office, this position is primarily responsible for the business analysis and documentation of Information Technology (IT) Business opportunities at the Authority. Responsible for the review, assessment and transformation of business processes in a cost-effective manner. Involved in the analysis, requirements gathering, design, configuration/development, implementation and delivery of projects, facilitation of support for implemented functionality, and serves as a liaison between IT and the business units at the Authority.

POSITION ACCOUNTIBILITIES

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- Researches and prepares business case studies, total cost of ownership (TCO) and return on investment (ROI) studies for use in decision-making.
- Identifies opportunities for business process improvement and efficiencies through technology, system, and non-system changes.
- Documents current state and future state of business functions and processes, including business needs, objectives, inputs, activities, outputs, outcomes and impact.
- Conveys business requirements from customers to technical teams in an effective manner to ensure the resulting solution is in alignment with and meets the stated business needs.
- Contributes to the achievement of business objectives and strategic goals by partnering with the business to clarify and communicate business requirements and assure IT services are aligned with business needs.
- Defines system implementation approach and operational concept, ensuring requirements and value received are captured, measured and evaluated.
- Leads the preparation of proposals, including scopes and estimates, to develop or enhance systems and/or operational changes and workflows including overall change management strategy.
- Facilitation of IT development and process methodologies such as Agile, Waterfall, ITIL, and Lean
- Acts as a liaison between end-users, enterprise and solution architects, consultants, project teams, and other entities as initiatives migrate through phases from ideation to implementation.
- Performs after-hours and other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's or higher degree from an accredited college or university in Information Technology or related field; and a minimum of 4 years applicable experience as a Business Analyst or in a relevant Information Technology role. Preferred Certifications: CBAP (Certified Business Analysis Professional), CCBA (Certification of Competency in Business Analysis), PMI-PBA (Professional in Business Analysis), ITIL (Information Technology Infrastructure Library) Foundation, CSPO (Certified Scrum Product Owner), Certified ScrumMaster (CSM).

JOB SPECIFIC COMPENTENCIES

- Excellent business knowledge, interpersonal skills, presentation skills, and strong written and communication skills.
- Ability to work well with team members and business users.
- Proficient in authoring technical documentation using tools such as Word, Excel, PowerPoint, Visio and other applications.
- Knowledgeable about business and technology with a strong technical aptitude.
- Ability to analyze possible outcomes that can be achieved through current Authority owned platforms, core systems and what the latest technology offers.

Department:	Information Technology
Pos. No:	15627
Pay Grade:	E4 ($76,500 – $158,000) – **Exempt**
Last update:	8/2018 Compensation

- Strong analytical skills with the ability to translate application and operational requirements into new business processes and design application enhancements.
- Problem solving, decision making, negotiation and persuasion skills.

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Tampa International Airport

Position Title: Senior IT Lead Project Manager

POSITION OVERVIEW

Reporting to the Manager of the Project Management Office, this position is responsible for managing and coordinating technical professional resources involved in technology systems analysis, development, coordination, implementation and documentation of new or existing information systems to ensure affective systems controls are in place to support business operations and assumes the duties of the Department Manager when unavailable.

POSITION ACCOUNTIBILITIES

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- Prepares project plans and schedules to include coordinating requirements, tasks, work assignments, and resources to ensure project integrity.
- Oversees the formulation of project objectives and system development requirements.
- Supervises a staff of technical personnel engaged in the performance of highly complex systems and/or programming activities.
- Participates directly in project development, as required.
- Provides technical guidance and assistance to the project staff to ensure the success of projects.
- Monitors activities performed by the project staff to include insuring that all product and documentation meet departmental standards.
- Analyzes methods of obtaining and presenting information together with reviewing and evaluating alternative sources of information.
- Prepares specifications for information systems.
- Analyzes the impact of information as it relates to structure, management techniques and user relationships.
- Develops plans for testing and implementing systems and monitors those processes to ensure desired results are achieved.
- Alternate Department Manager (assumes duties of Department manager when unavailable)
- Change Management Board alternate for PMO Department
- Mentors PMO staff on Project management best practice and provides training and guidance as necessary
- Reviews ITS Department project plans
- Compile and validate monthly quarterly and annual PMO metrics
- Acts as the PMO system administrator for the PPMS (Project Portfolio Management System)
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

The minimum qualifications to perform successfully in this position include a Bachelor's degree from an accredited college or university with a major in Computer Science, Business, Management, or other related degree; and four years of project management, PMP certification and a valid Driver's License. Preference will be given to Oracle EBS and Oracle Technology related project management experience.

JOB SPECIFIC COMPENTENCIES

- Strong leadership, team-building, employee engagement, and consensus-building skills required.
- Ability to establish and maintain effective working relations with others within and outside own organization.
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Ability to collect, organize and analyze data and develop logical conclusions.
- Results-driven and decisive with an ability to execute plans that are operationally sound.

Department:	Information Technology
Pos. No:	15548
Pay Grade:	E4 ($76,500 – $158,000) – **Exempt**
Last update:	8/2018 Compensation

- Very visible, enthusiastic, and a high energy level.
- Strong interpersonal and communication skills.
- Ability to effectively balance multiple high priority tasks simultaneously.
- Strong analytical and issue resolution skills required.

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Tampa International Airport

Position Title: Senior IT Network Engineer

POSITION OVERVIEW

This position is responsible for the design and management of Aviation 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 ACCOUNTIBILITIES

- 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.
- Manages 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.
- 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 a 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 (CCNP) 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.

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Department:	Information Technology
Pos. No:	15628
Pay Grade:	E4 ($76,500 – $158,000) – **Exempt**
Last update:	8/2018 Compensation

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Department:	Information Technology
Pos. No:	15628
Pay Grade:	E4 ($76,500 – $158,000) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Senior IT Project Manager

POSITION OVERVIEW

Reporting to the Manager of the Project Management Office, this position is responsible for managing and coordinating technical professional resources involved in technology systems analysis, development, coordination, implementation and documentation of new or existing information systems to ensure affective systems controls are in place to support business operations.

POSITION ACCOUNTIBILITIES

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.*

- Prepares project plans and schedules to include coordinating requirements, tasks, work assignments, and resources to ensure project integrity.
- Oversees the formulation of project objectives and system development requirements.
- Supervises a staff of technical personnel engaged in the performance of highly complex systems and/or programming activities.
- Participates directly in project development, as required.
- Provides technical guidance and assistance to the project staff to ensure the success of projects.
- Monitors activities performed by the project staff to include insuring that all product and documentation meet departmental standards.
- Analyzes methods of obtaining and presenting information together with reviewing and evaluating alternative sources of information.
- Prepares specifications for information systems.
- Analyzes the impact of information as it relates to structure, management techniques and user relationships.
- Develops plans for testing and implementing systems and monitors those processes to ensure desired results are achieved.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

The minimum qualifications to perform successfully in this position include a Bachelor's degree from an accredited college or university with a major in Computer Science, Business, Management, or other related degree; and four years of project management, PMP certification and a valid Driver's License. Preference will be given to Oracle EBS and Oracle Technology related project management experience.

JOB SPECIFIC COMPENTENCIES

- Strong leadership, team-building, employee engagement, and consensus-building skills required.
- Ability to establish and maintain effective working relations with others within and outside own organization.
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Ability to collect, organize and analyze data and develop logical conclusions.
- 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.
- Strong analytical and issue resolution skills required.

Department:	Information Technology
Pos. No:	15548
Pay Grade:	E4 ($76,500 – $158,000) – **Exempt**
Last update:	8/2018 Compensation

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Department:	Information Technology
Pos. No:	15548
Pay Grade:	E4 ($76,500 – $158,000) – **Exempt**
Last update:	8/2018 Compensation

POSITION OVERVIEW

This position will be engaged in professional audio visual support work which is tier 2 and above in nature in the ITS (Information Technology Services) Department including advanced technical support of AV hardware and software in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on AV related projects of advanced scope and complexity. Employees in this class are expected to support the resolution of advanced work problems and tasks under limited to no supervision in one or more of the following areas: audio visual, service desk support, desktop and peripheral support, mobile device support, application support and network support. Work requires creative and original thinking and is performed under the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Client & Field Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates advanced knowledge in at least one of the departmental section disciplines: audio visual management, network management, desktop management, mobile device management, server management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated advanced proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skills are required for this role:

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Basic skill in managing personal daily activities and tasks for self.
- Basic skill in the use and application of reference materials to support resolution of basic and intermediate desktop issues.
- Basic skill in the application of theory in desktop
- Basic skill in applying new technologies, soft skills and procedures.
- Basic ability to mentor teammates; work within teams to achieve success with others
- Ability to prepare and deliver effective section-level presentations at various levels.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Advanced Experience in supporting currently installed audio visual equipment to ensure functionality.
- Advanced to replace audio visual installed across the facility
- Experience in the design of audio visual equipment to meet customer needs
- Advanced understanding of audio visual programming to deliver video content
- Basic ability to perform trouble shooting skills for programming content issues
- Ability to work with outside vendors to design and install new audio visual environments
- Ability to support high level meetings from an audio visual perspective and trouble shoot as needed.

MINIMUM QUALIFICATIONS

Education: Bachelor Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: Five or more years of information technology experience in advanced support of hardware and software utilized to enhance live events such as microphones, displays/signage, video recording, projects, lighting and sound mixing equipment.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: AV industry certifications preferred but not required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs desktop hardware and software, as well as peripherals and cabling
- Assists a more senior team member in performing technical support in a formal or informal Service Desk settings to end users with common hardware and software problems, which includes logging, troubleshooting, resolving and escalating issues to the appropriate ITS resources.
- Advanced skill in managing personal daily activities and tasks for self.
- Advanced skill in use and application of reference materials to support resolution of standard problems.
- Advanced skill in the application of theory in resolving problems.
- Advanced skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.

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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 OVERVIEW

This position will be engaged in professional desktop and field support work which is tier 2 in nature in the ITS (Information Technology Services) Department including advanced technical support of hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on field and desktop related projects of advanced scope and complexity. Employees in this class are expected to support the resolution of advanced work problems and tasks under little to no supervision in one or more of the following areas: service desk support, desktop and peripheral support, mobile device support, application support and network support. Work requires creative and original thinking and is performed under the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Client & Field Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates advanced knowledge in at least one of the departmental section disciplines: network management, desktop management, mobile device management, server management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated advanced proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skills are required for this role:

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Advanced skills in managing personal daily activities and tasks for self.
- Advanced skills in the use and application of reference materials to support resolution of basic and intermediate desktop issues.
- Advanced skills in the application of theory in desktop
- Advanced skills in applying new technologies, soft skills and procedures.
- Ability to mentor teammates; work within teams to achieve success with others
- Ability to prepare and deliver effective section-level presentations at various levels.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Intermediate knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of systems analysis, development, project planning, and documentation methods and standards.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others
- Advanced ability to understand and trouble shoot the currently supported Windows operating systems
- Advanced skills in trouble shooting Microsoft Office products
- Advanced skills in desktop software installation
- Advanced Skills in problem documentation
- Ability to enhance and utilize problem knowledge base software
- Ability to work with and develop lower level specialist on the Service Desk

MINIMUM QUALIFICATIONS

Education: Bachelor Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: Five or more years of applicable information technology experience in advanced user support of desktops, applications, mobile devices, printers, peripherals and cabling.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: CompTIA A+, CompTIA Network+ or Microsoft Certified Professional required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs desktop hardware and software, as well as peripherals and cabling
- Assists a more senior team member in performing technical support in a formal or informal Service Desk settings to end users with common hardware and software problems, which includes logging, troubleshooting, resolving and escalating issues to the appropriate ITS resources.
- Advanced skill in managing personal daily activities and tasks for self.
- Advanced skill in use and application of reference materials to support resolution of standard problems.
- Advanced skill in the application of theory in resolving problems.
- Advanced skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
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- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

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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 OVERVIEW

This position manages an information technology operation that includes implementing work plans based on annual goals and the strategic plan; resolves operational, and management issues; and achieves goals while ensuring resources are utilized appropriately. This position will be engaged in professional information technology work leading an IT team or multiple teams, including Lead IT roles. Employee is responsible for planning, organizing, allocating resources, ensuring compliance with procedures, and achieving the outcomes of the team. Duties performed involve weighing and evaluating complex factors requiring a high degree of judgment, analytical ability, and problem solving. Work requires creative and original thinking and is performed under the direction of Senior ITS management. A highly customer service driven approach is required. This role typically reports to the Director of ITS.

POSITION ACCOUNTIBILITIES

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.

- Reviews, develops, or modifies work plans, methods, and procedures. Determines work priorities and develops work schedules to provide adequate staff coverage. Assigns and distributes work and reviews work for accuracy and completeness and returning assignments with recommendations for proper completion.
- Responds to customer service escalations and complaints and assists subordinate staff with difficult or unusual assignments. Resolves problems and mediates conflicts encountered during daily operations. Promotes teamwork and encourages regular communication. Informs staff of relevant business issues and their impact on the organization.
- Provides recommendations to higher level management on the development of goals, objectives, and priorities for the operation. Recommends and establishes objectives for the work group and special projects to achieve these overall goals, objectives, and priorities.
- Provides technical expertise to clients and IT staff by identifying technology solutions to meet business needs and by leading the design, development, and/or maintenance of supported technologies.
- Represents the work group in meetings with vendors and clients to implement technology solutions and to resolve escalated issues. Cultivates, fosters, and maintains positive working relationships user and peer groups to gain their cooperation and support technology projects.
- Implements and maintains standards and procedures for the work group. Monitors and evaluates daily operations to ensure standards and procedures are being followed. Recommends and implements process improvements for the work group.
- Provides input into the development of performance metrics for work group; implements, monitors, and analyzes performance metrics, sharing results with higher level management.
- Conducts hiring interviews and selects candidate(s) for job opening(s).
- Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.
- Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Education: Bachelor Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: 5 or more years of information technology experience with proven leadership experience

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: ITIL, CompTIA A+, CompTIA Network+ and advanced Microsoft Certified Professional preferred.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.
- Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.
- Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.
- Influencing - Collaborates with, persuades and influences others.
- Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.
- Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.
- Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.
- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Advanced skill in managing personal daily activities and tasks for staff and self.
- Advanced skill in use and application of reference materials to support resolution of standard problems.
- Advanced skill in the application of theory in resolving problems.
- Advanced skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.

- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
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Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
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Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
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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 OVERVIEW

This position will be engaged in professional information technology work installing and configuring wired and wireless network system hardware and software, as well as maintenance and repair of issues with various network hardware and software. In addition, the position performs full performance information technology work in planning, designing, developing and monitoring all aspects of the ITS network infrastructure. The work is top tier in nature in the ITS (Information Technology Services) Department and includes advanced network and system technical support of network hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on network related projects of advanced scope and complexity. Employees in this class are expected to support the resolution of advanced work problems and tasks without supervision in one or more of the following areas: switches, routers, firewalls, controllers, access points, network appliances as well as to act as an escalation point for issues not able to be resolved by lower tiers. Work requires creative and original thinking and is performed under the direction of ITS Management. A highly customer service driven approach is required. This role typically reports to the ITS Infrastructure Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates advanced knowledge in at least one of the departmental section disciplines: server management, system administration, network management, desktop management, mobile device management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated advanced proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.

- Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.
- Creates and manages user directories and files on the server platforms.
- Monitors, diagnoses and resolves common operating system problems
- Assists with the troubleshooting, maintenance and repair of operating systems and applications.
- Assists with backup and recovery processes
- Assists with the evaluation and recommendation of various software and hardware solutions to meet user needs.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Strong knowledge of data center design and network architecture in a data center.
- Strong knowledge of Cisco switching environments
- Strong knowledge of Cisco routers, Wireless and Voice over Internet Protocol
- Strong knowledge of IP schemas and subnetting
- Strong knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of datacenter configuration and operational support methodology.
- Knowledge of device monitoring through tools such as Cisco Prime LMS, Solar Winds and Cisco Prime Infrastructure
- Knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Some Knowledge of various storage system technologies, including iSCSI, Fiber-Channel, DAS, NAS.
- Knowledge of Cisco Unified Communication Manager
- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.
- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.

MINIMUM QUALIFICATIONS

Education: Bachelor Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.
Experience: 10 or more years of information technology experience in advanced support of switches, routers, firewalls, controllers, access points, network appliances and monitoring tools.
Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.
Licensure and/or Certification: Cisco CCIE and other advance network certifications required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.

- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs server hardware and software, as well as peripherals and cabling
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Advanced skill in managing personal daily activities and tasks for self.
- Advanced skill in use and application of reference materials to support resolution of standard problems.
- Advanced skill in the application of theory in resolving problems.
- Advanced skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
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POSITION OVERVIEW

This position will be engaged in professional information technology work installing and configuring wired and wireless network system hardware and software, as well as maintenance and repair of issues with various network hardware and software. The work is tier 2 to tier 3 in nature in the ITS (Information Technology Services) Department and includes advanced wired and wireless technical support of network hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on network related projects of advanced scope and complexity. Employees in this class are expected to support the resolution of advanced work problems and tasks under limited to no supervision in one or more of the following areas: switches, routers, firewalls, controllers, access points, network appliances as well as to act as an escalation point for issues not able to be resolved by lower tiers. Work requires creative and original thinking and is performed without the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Infrastructure Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates advanced knowledge in at least one of the departmental section disciplines: server management, system administration, network management, desktop management, mobile device management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated advanced proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.

- Creates and manages user directories and files on the server platforms.
- Monitors, diagnoses and resolves common operating system problems
- Assists with the troubleshooting, maintenance and repair of operating systems and applications.
- Assists with backup and recovery processes
- Assists with the evaluation and recommendation of various software and hardware solutions to meet user needs.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Knowledge of Cisco switching environments
- Knowledge of Cisco routers, Wireless and Voice over Internet Protocol
- Knowledge of IP schemas and subnetting
- Knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of datacenter configuration and operational support methodology.
- Knowledge of device monitoring through tools such as Cisco Prime LMS, SolarWinds and Cisco Prime Infrastructure
- Knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Some Knowledge of various storage system technologies, including iSCSI, Fiber-Channel, DAS, NAS.
- Some knowledge of Cisco Unified Communication Manager
- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.
- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.

MINIMUM QUALIFICATIONS

Education: Associate Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: Five or more years of information technology experience in advanced support of switches, routers, firewalls, controllers, access points, network appliances and monitoring tools.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: CompTIA Network+ or Cisco CCNA required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs server hardware and software, as well as peripherals and cabling
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Advanced skill in managing personal daily activities and tasks for self.
- Advanced skill in use and application of reference materials to support resolution of standard problems.
- Advanced skill in the application of theory in resolving problems.
- Advanced skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.

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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 OVERVIEW

This position will be engaged in professional work which is advanced in nature in the ITS (Information Technology Services) Department including top-tier technical support of hardware and software services in information technology serving the Hillsborough Aviation Authority organization. Employees in this class are expected to support the resolution of advanced work problems and tasks under limited to no supervision in one or more of the following areas: service desk support, desktop and peripheral support, mobile device support, application support and network support. Work requires creative and original thinking and is performed under the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Service Desk Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates advanced knowledge in at least one of the departmental section disciplines: network management, desktop management, mobile device management, server management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated advanced proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of advanced incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.

- Advanced skills in managing personal daily activities and tasks for self.
- Advanced skills in the use and application of reference materials to support resolution of basic and intermediate desktop issues.
- Advanced skills in the application of theory in desktop
- Advanced skills in applying new technologies, soft skills and procedures.
- Ability to mentor teammates; work within teams to achieve success with others
- Ability to prepare and deliver effective section-level presentations at various levels.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Intermediate knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of systems analysis, development, project planning, and documentation methods and standards.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others
- Advanced ability to understand and trouble shoot the currently supported Windows operating systems
- Advanced skills in trouble shooting Microsoft Office products
- Advanced skills in desktop software installation
- Advanced Skills in problem documentation
- Ability to enhance and utilze problem knowledge base software
- Ability to work with and develop lower level specialist on the Service Desk

MINIMUM QUALIFICATIONS

Education: Bachelor Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: Five or more years of applicable information technology experience in user support of desktops, applications, mobile devices, printers, peripherals and cabling.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: CompTIA A+, CompTIA Network+ and Microsoft Certified Professional required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs desktop hardware and software, as well as peripherals and cabling
- Assists team members in performing technical support in a formal or informal Service Desk settings to end users with common hardware and software problems, which includes logging, troubleshooting, resolving and escalating issues to the appropriate ITS resources.
- Advanced skill in managing personal daily activities and tasks for self.
- Advanced skill in use and application of reference materials to support resolution of advanced problems.
- Advanced skill in the application of theory in resolving problems.
- Advanced skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, advanced problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
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Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
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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 OVERVIEW

This position will be engaged in professional information technology work leading ITS resources with installing and configuring systems, installing server hardware and software, as well as maintenance and repair of issues with various system hardware and software. In addition, the position performs full performance information technology work in planning, designing, developing and monitoring all aspects of the ITS infrastructure. The work is top tier in nature in the ITS (Information Technology Services) Department and includes advanced server and system technical support of hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on server and system related projects of the most advanced scope and complexity. Employees in this class are expected to support the resolution of advanced work problems and tasks under no supervision at a tier 3 level in one or more of the following areas: servers, systems, storage, software and peripherals as well as to act as an escalation point for issues not able to be resolved by lower tiers. Work requires creative and original thinking and is performed under the direction of ITS management. A highly customer service driven approach is required. This role typically reports to the ITS Infrastructure Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates advanced knowledge in at least one of the departmental section disciplines: server management, system administration, network management, desktop management, mobile device management, security management, incident management, audio-visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated advanced proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.
- Creates and manages user directories and files on the server platforms.
- Monitors, diagnoses and resolves common operating system problems
- Assists with the troubleshooting, maintenance and repair of operating systems and applications.
- Assists with backup and recovery processes
- Assists with the evaluation and recommendation of various software and hardware solutions to meet user needs.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Strong knowledge of data center design and server archecture in a data center.
- Strong knowledge of Microsoft Windows Server environments, preferably 2012R2, 2016.
- Strong knowledge of server virtualization technologies, preferably VMware versions 6.0 and 6.5.
- Strong knowledge of backup/restore technologies and products, preferably NetBackup
- Strong knowledge of Microsoft Windows Server Clustering.
- Strong knowledge of Red Hat Enterprise Linux Version 6 or Version 7.
- Strong Knowledge of vulnerability identification/remediation techniques and applications.
- Strong Knowledge of datacenter configuration and operational support methodology.
- Strong Knowledge of Active Directory management, including but not limited to, Group Policy administration, replication, and user/group permissions.
- Strong Knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Strong Knowledge of various storage system technologies, including iSCSI, Fiber-Channel, DAS, NAS.
- Ability to dismantle, replace components and reassemble servers.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to read and interpret architectural drawings with regard to the design of data centers, server racks, cabinets, fiber and copper infrastructure.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.
- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.
- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.

MINIMUM QUALIFICATIONS

Education: Bachelor Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: 10 or more years of information technology experience in advanced support of servers, systems, software, peripherals and storage technology.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: CompTIA A+, CompTIA Network+ and advanced Microsoft Certified Professional required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs server hardware and software, as well as peripherals and cabling
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Advanced skill in managing personal daily activities and tasks for self.
- Advanced skill in use and application of reference materials to support resolution of standard problems.
- Advanced skill in the application of theory in resolving problems.
- Advanced skill in applying new technologies, soft skills and procedures.

- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
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Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
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POSITION OVERVIEW

POSITION ACCOUNTIBILITIES

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.

- Participates in the leadership and management of the Information Technology Services (ITS) department to help envision future ITS directions and goals; makes effective and efficient use of resources; sets achievable aspirations for services and operations.
- Hires, trains, and supervises the Network and Telecommunication Services staff; ensures that the staff is empowered to exercise initiative and work creatively, participate productively in inter-departmental and inter-divisional teams, engage in regular professional development activities, and cooperate and communicate well with the airport community.
- Ensures the provision of comprehensive, integrated, reliable, high-quality services for the Authority in areas such as backbone and local area networking, network facilities and infrastructure, internet access, high-performance networking and telecommunications.
- Ensures development of and adherence to Authority standards in all areas of network and telecommunication services.
- Develops and implements policies for the appropriate use and management of the Authority's network and telecommunication resources.
- Serves as a liaison for the Authority with network and telecommunication vendors, operating companies, regulatory agencies, and other external bodies involved in these service areas.
- Promotes and facilitates effective communication between the Network and Telecommunication Services department and the Authority's administrative community.
- Participates in the development of consulting support and user education activities related to the use of networks and telecommunications by staff, and tenants.
- Engages in a planned program of professional development, coordinated with ITS goals and responsibilities; maintains continual growth in professional skills and knowledge essential to the position.
- Perform special projects and other duties as assigned.

MINIMUM QUALIFICATIONS

Education and experience equivalent to: Bachelor's degree, masters preferred; supplemented with five years of experience with increasingly complex leadership and management responsibilities in an information technology environment.

Substitution: An Associate's or higher degree from an accredited college or university in Computer Science or related field; and three years network and telecommunication experience.

Substitution: Graduation from high school or possession of a GED certificate; and six years' experience as reflected above.

JOB SPECIFIC COMPENTENCIES

- Knowledge of network and telecommunication resources, services, and applications appropriate for an airport environment.
- Knowledge of the acquisition, installation, maintenance, and management of networking, telecommunications, and computing equipment.
- Knowledge of global high-performance networking developments and options.
- Commitment to service.
- Collaborative and cooperative approach to leadership and management.
- Managerial, organizational, analytic, and problem solving skills.
- Initiative, creativity, and motivation skills.
- Speaking, listening, writing, and interpersonal skills.
- Ability to deal effectively with a wide range of vendors, service providers, and regulatory agencies.
- Ability to facilitate productive meetings and work successfully in a team-oriented environment.
- Ability to exercise sound judgment in complex situations.

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Tampa International Airport

Position Title: Senior Manager, IT Innovation & Infrastructure Support

POSITION OVERVIEW

POSITION ACCOUNTIBILITIES

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.

- Leads research and evaluation of emerging trends in the information technology field to determine their worth to the organization.
- Designs and oversees staff education on the use of new technology.
- Recommends ways to apply new products and solutions that will maximize their value to the organization.
- Familiar with a variety of the field's concepts, practices, and procedures.
- Relies on extensive experience and judgment to plan and accomplish goals.
- Performs a variety of tasks.
- Prepares project plans and schedules to include coordinating requirements, tasks, work assignments, and resources to ensure project integrity
- Oversees the formulation of project objectives and system development requirements.
- Supervises a staff of technical personnel engaged in the performance of highly complex systems and/or programming activities.
- Participates directly in project development, as required.
- Provides technical guidance and assistance to the project staff to ensure the success of projects.
- Monitors activities performed by the project staff to include insuring that all product and documentation meet departmental standards.
- Analyzes methods of obtaining and presenting information together with reviewing and evaluating alternative sources of information.
- Prepares specifications for information systems.
- Analyzes the impact of information as it relates to structure, management techniques and user relationships.
- Develops plans for testing and implementing systems and monitors those processes to ensure desired results are achieved.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university with a major in Computer Science, Business Management, Public Administration, Accounting, or Engineering; or five years' experience managing Information Systems projects including two years in a supervisory capacity.

Substitution: An Associate degree from an accredited college or university with a major in Computer Science, Business Management, Public Administration, Accounting, or Engineering; and six years' experience managing Information Systems projects including two years in a supervisory capacity.

Department:	Information Technology
Pos. No:	13899
Pay Grade:	E5 ($89,000 – $185,000) – **Exempt**
Last update:	8/2018Compensation

Substitution: Graduation from high school or possession of a GED certificate; and ten years' experience managing Information Systems projects including three years in a supervisory capacity.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the capabilities, limitations, and functional applications of information technology methods and equipment.
- Considerable knowledge of information technology systems design and programming.
- Considerable knowledge of systems analysis, development, planning, and documentation methods and standards.
- Considerable knowledge of cross-functional project management methods and techniques.
- Ability to synthesize project information and establish the appropriate scope of a project.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.
- Ability to use a computer and related software.

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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.

Tampa International Airport

Position Title: Senior Manager, Project Management Office

POSITION OVERVIEW

POSITION ACCOUNTIBILITIES

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.

- Develops and communicates project management standards and best practices.
- Identifies and coordinates internal resources and expertise to achieve project objectives.
- Advises leadership about the project portfolio, status and resource planning.
- Provides guidance on establishing project planning.
- Provides guidance on tracking time of resources.
- Provides guidelines for and assists in project audits.
- Prepares project plans and schedules to include coordinating requirements, tasks, work assignments, and resources to ensure project integrity.
- Oversees the formulation of project objectives and system development requirements.
- Participates directly in project development, as required.
- Provides guidance and assistance to the project staff to ensure the success of projects, as required.
- Monitors activities performed by the project staff to include insuring that all product and documentation meet departmental standards.
- Analyzes the impact of information as it relates to structure, management techniques and user relationships.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate degree from an accredited college or university; and six years' experience managing Information Systems projects including two years in a supervisory capacity.

Substitution: Graduation from high school or possession of a GED certificate; and seven years' experience managing Information Systems projects including three years in a supervisory capacity.

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Department:	Information Technology
Pos. No:	00354
Pay Grade:	E5 ($89,000 – $185,000) – **Exempt**
Last update:	8/2018 Compensation

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Department:	Information Technology
Pos. No:	00354
Pay Grade:	E5 ($89,000 – $185,000) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Senior Manager, Information Security Office

POSITION OVERVIEW

Reporting to the Director of Information Technology Services, the incumbent will lead critical information security-related activities, including the planning and development of information security strategy in support of the Authority's strategic plan. This position requires an in depth understanding of data breach reporting laws, generally accepted information security principles and related information technology security best practices. The incumbent must be familiar with commonly used IT technology security controls and tools and have knowledge of software development lifecycles, IT operations, data center operations, IT project management methodologies, IT hardware/software architectures and IT auditing and compliance practices. Ideally, the incumbent should be familiar with CISCO network solutions and be able to prepare and present complex information security concepts and reports to a wide range of technical and non-technical stake holders.

POSITION ACCOUNTIBILITIES

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.

- Provides information and recommendations for consideration by the Director of ITS and other Executives regarding compliance with laws and regulations that govern the protection of sensitive and confidential systems and data
- Collaborates with other ITS staff and stake holders to develop security policies, standards and guidelines to ensure the confidentiality, integrity and availability of information systems and data
- Supports the protection of information technology assets by developing, implementing and operating security best practices that include systems access management, systems security monitoring and threat evaluation
- Reports all critical security issues to the Director of ITS and other Executives
- Develops risk reduction strategies and plans
- Supports the development and delivery of employee security awareness training programs.
- Collaborates with external consultants as required to support independent security audits, assessments and intrusion and penetration testing.

MINIMUM QUALIFICATIONS

- Bachelor's degree in information systems, computer science, management information systems or other related discipline.
- Seven years of professional experience gained in information technology roles, to include five years in an information security role including experience with Payment Card Industry-Data Security Standard (PCI-DSS) audits.
- Certified Information Systems Security Professional (CISSP) certification issued by ISC.
- Valid IT security certification such as Certified Ethical Hacker (CEH) or Comp TIA Security+

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Department:	Information Technology
Pos. No:	14808
Pay Grade:	E5 ($89,000 – $185,000) – **Exempt**
Last update:	8/2018 Compensation

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Department:	Information Technology
Pos. No:	14808
Pay Grade:	E5 ($89,000 – $185,000) – **Exempt**
Last update:	8/2018 Compensation

POSITION OVERVIEW

Reporting to the Director of Information Technology, the Business Intelligence (BI) Solution Architect will hold a management position within the ITS Department.

As a BI Solutions Architect, the incumbent will lead the development and implementation of next-generation business intelligence architecture to support the continued global growth of the Authority. The BI Solution Architect will be responsible for defining the structure, style, and conventions for developing, implementing and maintaining BI solutions for Tampa International Airport. This role combines expert knowledge of BI methodologies and technology domains with knowledge of targeted business functions to deliver enterprise business intelligence solutions and requires a broad range of skills including conceptual and functional understanding of information architecture, data access methods, and ETL.

Responsibilities for this position include; providing a roadmap for continuous improvement of existing and proposed technology; mentor and guide developers to ensure technologies are understood and applied appropriately; perform code reviews of developers work to ensure standards and best practices are followed; maintain existing BI software infrastructure, and work with technical and business teams to assess and define requirements. Secondary functions include assisting with technical documentation, BI software evaluation, and working with new BI technology for future deployment.

POSITION ACCOUNTIBILITIES

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.

- Support the successful implementation of multi-year business intelligence and enterprise performance management programs
- Meet with business representatives from business units to understand and document reporting and performance management processes.
- Building the foundation for the BI implementation by capturing the business problems, current state, desired future state, objectives, business needs and impacted user groups
- Manage all aspects of a BI technical implementations and future roadmap, including platform requirements and support for end-user BI tools
- Lead architect in development, design, execution, and implementation of complex dashboards and BI self-service solutions
- Partner with internal teams and vendor partners to provide technical leadership in order to develop and support effective BI solutions
- Work collaboratively with other members of the ITS team to implement new technology platforms required to support BI and Analytics
- Work extensively with Business users to understand their needs and processes, delivering tactical and strategic solutions to add value through business intelligence
- Participate in guiding new BI projects through the full life-cycle, including performing technical management, and overseeing implementation and adoption;

- Develops technical roadmaps for enterprise BI platforms that enable self-service BI across multiple functional areas using a variety of BI and analytical toolsets.
- Ensure data quality and documentation using proprietary systems and programs that facilitate econometric modeling.
- Serve as a technical expert in the evaluation and testing of capabilities, characteristics and requirements of existing and emerging BI technologies.

MINIMUM QUALIFICATIONS

- Requires a Bachelor's degree in an information technology discipline from an accredited institution;
- Minimum of 5+ years' experience in the design and implementation of BI solutions (Business Objects, Micro Strategy, or other similar Enterprise BI platforms)
- Minimum of 5+ years' experience with Business Intelligence design working with Enterprise Data Warehouse or Operational Data Store environments
- Hands-on experience in Dashboard Design and Development using the Oracle OBIEE suite and other similar BI tools.
- Hands-on experience with semantic-layer design and development with tools such as OBIEE.
- Experience with implementation and support of data mining / statistical analysis tools.
- Demonstrated expertise in BI strategy and roadmap development and implementation
- Proven experience with the design, development, delivery and upgrades of large-scale BI platforms, including Dashboards, Documents, Schema, Cubes and Advanced Reporting
- Experience working in agile environments
- Understanding of standard SDLC and project management methodologies
  Excellent written and verbal communication skills

JOB SPECIFIC COMPENTENCIES

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- Ability to work well in a team environment, juggle multiple work assignments, and meet tight deadlines are critical success in this position.
- Expertise managing ad hoc projects required to support specific planning questions, and provide relevant insights and actionable analytics.
- Presentation is key; requires strong interpersonal skills and continuous initiative required to interact directly with Executive level clients
- Creative problem solving knowledge and skills
- Extensive background in business intelligence and data architecture and implementation of solutions for areas such as marketing, sales, service, and operations
- Extensive knowledge of business intelligence best practice processes, tools, standards, and practices
- Working knowledge of the breadth of business intelligence solutions available and the ability to develop a cohesive technology roadmap that balances end-user needs with supportability

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POSITION OVERVIEW

Reporting to the Senior Manager of the Project Management Office, this position is responsible for managing and coordinating technical professional resources involved in technology systems analysis, development, coordination, implementation and documentation of new or existing information systems to ensure affective systems controls are in place to support business operations.

POSITION ACCOUNTIBILITIES

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- Prepares project plans and schedules to include coordinating requirements, tasks, work assignments, and resources to ensure project integrity.
- Oversees the formulation of project objectives and system development requirements.
- Supervises a staff of technical personnel engaged in the performance of highly complex systems and/or programming activities.
- Participates directly in project development, as required.
- Provides technical guidance and assistance to the project staff to ensure the success of projects.
- Monitors activities performed by the project staff to include insuring that all product and documentation meet departmental standards.
- Analyzes methods of obtaining and presenting information together with reviewing and evaluating alternative sources of information.
- Prepares specifications for information systems.
- Analyzes the impact of information as it relates to structure, management techniques and user relationships.
- Develops plans for testing and implementing systems and monitors those processes to ensure desired results are achieved.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

The minimum qualifications to perform successfully in this position include a Bachelor's degree from an accredited college or university with a major in Computer Science, Business, Management, or other related degree; and four years of project management, PMP certification and a valid Driver's License. Preference will be given to Oracle EBS and Oracle Technology related project management experience.

JOB SPECIFIC COMPENTENCIES

- Strong leadership, team-building, employee engagement, and consensus-building skills required.
- Ability to establish and maintain effective working relations with others within and outside own organization.
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Ability to collect, organize and analyze data and develop logical conclusions.
- 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.
- Strong analytical and issue resolution skills required.

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Tampa International Airport

Position Title: *Server Systems Engineer*

POSITION OVERVIEW

The Server Systems Engineer will be responsible for the management and maintenance of the Authority server and infrastructure components, to ensure successful daily operations of all Airport server systems, as well as involvement in planning and implementation of near and long-term strategies for the infrastructure environment.

POSITION ACCOUNTIBILITIES

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.*

- Prepares, manages, and supports the enterprise server environment.
- Performs Tier II/III support as a backup to the Tier I helpdesk team.
- Performs and manages server backups across the campus.
- Research and develop the future technology plans for the Authority.
- Ensures server equipment meets or exceeds applicable compliance requirements (e.g. PCI, CJIS).
- Utilizes industry standard tools to locate and remediate security vulnerabilities.
- Responsible for upkeep of 3rd party application updates on a schedule.
- Participates directly in project development, as required.
- Prepares and reviews specifications for information systems for all server equipment purchases.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited two year degree granting college or university with a major in Computer Science, Business Management, Public Administration, Accounting, or Engineering and one (1) year of experience managing servers and storage for a medium or large size organization.

Substitution: Graduation from high school or possession of a GED certificate; and three (3) years of experience managing servers for a medium to large size organization. Preference will be given to applicants who hold relevant vendor certifications.

JOB SPECIFIC COMPENTENCIES

- Strong knowledge of Microsoft Windows Server environments, preferably 2012R2, 2016.
- Knowledge of server virtualization technologies, preferably VMware versions 6.0 and 6.5.
- Knowledge of backup/restore technologies and products, preferably NetBackup
- Knowledge of Microsoft Windows Server Clustering.
- Some knowledge of Red Hat Enterprise Linux Version 6 or Version 7.
- Knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of datacenter configuration and operational support methodology.
- Knowledge of Active Directory management, including but not limited to, Group Policy administration, replication, and user/group permissions.
- Knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Knowledge of various storage system technologies, including iSCSI, Fiber-Channel, DAS, NAS.
- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.

Department:	Information Technology
Pos. No:	11797
Pay Grade:	E3 ($65,500,200 – $136,500) – **Exempt**
Last update:	8/2018 Compensation

- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.

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Tampa International Airport

Position Title: *Server Systems Engineer*

POSITION OVERVIEW

Description...

POSITION ACCOUNTIBILITIES

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- Prepares, manages, and supports the enterprise server environment.
- Performs Tier II/III support as a backup to the Tier I helpdesk team.
- Performs and manages server backups across the campus.
- Research and develop the future technology plans for the Authority.
- Ensures server equipment meets or exceeds applicable compliance requirements (e.g. PCI, CJIS).
- Utilizes industry standard tools to locate and remediate security vulnerabilities.
- Responsible for upkeep of 3rd party application updates on a schedule.
- Participates directly in project development, as required.
- Prepares and reviews specifications for information systems for all server equipment purchases.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited two year degree granting college or university with a major in Computer Science, Business Management, Public Administration, Accounting, or Engineering and one (1) year of experience managing servers and storage for a medium or large size organization.

Substitution: Graduation from high school or possession of a GED certificate; and three (3) years of experience managing servers for a medium to large size organization. Preference will be given to applicants who hold relevant vendor certifications.

JOB SPECIFIC COMPENTENCIES

- Strong knowledge of Microsoft Windows Server environments, preferably 2012R2, 2016.
- Knowledge of server virtualization technologies, preferably VMware versions 6.0 and 6.5.
- Knowledge of backup/restore technologies and products, preferably NetBackup
- Knowledge of Microsoft Windows Server Clustering.
- Some knowledge of Red Hat Enterprise Linux Version 6 or Version 7.
- Knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of datacenter configuration and operational support methodology.
- Knowledge of Active Directory management, including but not limited to, Group Policy administration, replication, and user/group permissions.
- Knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Knowledge of various storage system technologies, including iSCSI, Fiber-Channel, DAS, NAS.
- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.

Department:	Information Technology
Pos. No:	15452
Pay Grade:	E3 ($65,500,200 – $136,500) – **Exempt**
Last update:	8/2018 Compensation

- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
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POSITION OVERVIEW

The Aviation Authority at Tampa International Airport is looking for a results driven leader to join their IT staff as the IT Service Desk Manager. Through a hands-on approach, the IT Service Desk Manager is a high customer service driven, and detail oriented individual responsible for ensuring that IT services are provided and supported effectively and efficiently, with the primary emphasis on meeting and exceeding customer expectations. The IT Service Desk Manager will oversee the day-to-day operations of the IT Service Desk Team, while providing technical support and solutions for internal and external customers. Responsibilities include incident prioritization, resolution of end user requests, reporting, ITIL incident management best practices, and socialization of these procedures to IT and supported customers. Incumbent will be expected to demonstrate leadership ability during high-pressure situations, while interacting with customers, peers, escalation teams, and executive leadership via phone, email, self-service and walk-in contact methods. This position is subject to afterhours on-call support and varying schedules per the business need.

POSITION ACCOUNTIBILITIES

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- Oversight of all Service Desk activities, including day-to-day operations and staff scheduling
- Leverages experience and ITIL best practices to ensure that Service Desk processes are efficient and repeatable
- Collaborates with internal teams and customers to increase first level/first contact resolution
- Provides Service Desk reporting metrics to drive continuous improvement and innovation and to evaluate customer experience, service levels, technician productivity and efficiency
- Ensures all customer communications are timely, consistent and clear
- Ensures all Service Desk processes, procedures and business standards are centrally stored, clearly understood and followed
- Continuous monitoring and administration of all department ticketing activities to ensure all tickets are assigned, properly notated, escalated and updated consistently

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university with a major in Computer Science; and four (4) years of direct hands-on experience managing a service desk in a medium or large organization. Preference for applicant to have ServiceNow knowledge and experience.

Substitution: Graduation from high school or possession of a GED certificate; and 6 years of experience managing desktops for a medium to large organization. The ideal candidate will also have Microsoft MCSA, MCSE, or MCITP certification.

JOB SPECIFIC COMPENTENCIES

- Proven work experience as a service supervisor or manager
- Strong business acumen and communication skills
- Demonstrated technical knowledge of typical tier 1 and 2 support subjects including computer systems, mobile devices and other technical products and services
- Advanced knowledge of remote desktop applications and service desk tools and software
- Advanced knowledge of service desk operations, processes, reporting and methodologies
- Knowledge of service desk phone system features and operations
- Demonstrated experience in leading and mentoring service desk staff
- Ability to collect, organize and evaluate data and make logical decisions

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POSITION OVERVIEW

This position will be engaged in professional information technology work installing and configuring systems, installing server hardware and software, as well as maintenance and repair of issues with various system hardware and software. The work is tier 2 to tier 3 in nature in the ITS (Information Technology Services) Department and includes basic to intermediate server and system technical support of hardware and software services in information technology serving the Hillsborough Aviation Authority organization. This incumbent is expected to perform IT technical work on server and system related projects of limited scope and complexity. Employees in this class are expected to support the resolution of basic to intermediate work problems and tasks under close supervision in one or more of the following areas: servers, systems, storage, software and peripherals as well as to act as an escalation point for issues not able to be resolved by lower tiers. Work requires creative and original thinking and is performed under the direction of more senior ITS staff. A highly customer service driven approach is required. This role typically reports to the ITS Infrastructure Services Manager.

POSITION ACCOUNTIBILITIES

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.

- Demonstrates basic to intermediate knowledge in at least one of the departmental section disciplines: server management, system administration, network management, desktop management, mobile device management, security management, incident management, audio visual systems support, project management, document management, service management, asset management, storage area network.
- Demonstrates job knowledge, quality, dependability, judgment, communications and initiative, with demonstrated basic to intermediate proficiency in at least one of the following core competencies: analysis, design, planning, implementation, monitoring/controls, troubleshooting and problem solving.
- Demonstrates technical support that fosters commitment, team spirit, pride and trust. Facilitates and fosters open communication and cooperation within the organization and with customer groups in a team environment.
- Supports organizational change that fosters a quality of service essential to high performance. Supports a shared vision and is able to work with others to translate vision into actions and meaningful contributions that drive performance to higher levels of effectiveness and productivity.
- Shows initiative; manages and performs personal daily activities under the discipline of defined departmental business processes.
- Executes tasks and work assignments with a demonstrated ability to focus on priority tasks.
- Supports resolution of standard incidents and problems; distinguishes between relevant and irrelevant information to make logical decisions.
- Takes ownership of assignments and works as part of a team with an appropriate sense of urgency.
- Communicates effectively, both verbally and in writing, to peers and management. Prepares and delivers occasional section-level presentations to various audiences using clear, concise and effective communication.
- Performs basic setup, installation, and configuration of the operating system (including hardware and software) and assists with the setup, installation, and configuration of new software releases and upgrades.
- Creates and manages user directories and files on the server platforms.

- Monitors, diagnoses and resolves common operating system problems
- Assists with the troubleshooting, maintenance and repair of operating systems and applications.
- Assists with backup and recovery processes
- Assists with the evaluation and recommendation of various software and hardware solutions to meet user needs.
- Functions in a highly customer service driven manner.
- Performs other related work and duties as assigned or required.

In addition, the following specific skill are required for this role:

- Knowledge of Microsoft Windows Server environments, preferably 2012R2, 2016.
- Knowledge of server virtualization technologies, preferably VMware versions 6.0 and 6.5.
- Knowledge of backup/restore technologies and products, preferably NetBackup
- Knowledge of Microsoft Windows Server Clustering.
- Knowledge of vulnerability identification/remediation techniques and applications.
- Knowledge of datacenter configuration and operational support methodology.
- Knowledge of Active Directory management, including but not limited to, Group Policy administration, replication, and user/group permissions.
- Knowledge of systems analysis, development, project planning, and documentation methods (including the use of Visio) and standards.
- Some Knowledge of various storage system technologies, including iSCSI, Fiber-Channel, DAS, NAS.
- Some knowledge of Red Hat Enterprise Linux Version 6 or Version 7.
- Willingness to learn, research and support new technologies
- Willingness to support critical systems after normal working hours.
- Willingness to work Non-Standard Hours, including nights, weekends and holidays as required.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.

MINIMUM QUALIFICATIONS

Education: Associate Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: Two years of information technology experience in basic to intermediate support of servers, systems, software, peripherals and storage technology.

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: CompTIA A+, CompTIA Network+ or Microsoft Certified Professional required.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Under supervision, installs and repairs server hardware and software, as well as peripherals and cabling
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Intermediate skill in managing personal daily activities and tasks for self.
- Intermediate skill in use and application of reference materials to support resolution of standard problems.
- Intermediate skill in the application of theory in resolving problems.
- Intermediate skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.
- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
Crouching: bending body downward and forward by bending legs.
Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.

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POSITION OVERVIEW

The GIS Analyst uses technical and administrative skills to ensure that GIS technology is applied properly and efficiently at various departmental levels within the Hillsborough County Aviation Authority (Authority). The GIS Manager must be skillful at identifying the spatial information needs of the Authority and Tampa International Airport as well as the General Aviation Airports and the resources that are needed to meet them. A working knowledge of the Authority's functions and activities is important together with knowledge of geodatabases and GIS software used in those functions and activities. The GIS Manager must possess the skills and abilities necessary to ensure that projects and tasks are completed on time and within budget constraints. The GIS Managers sets project and task goals, establishes completion dates, obtains necessary resources, and coordinates activities with the GIS user departments. The GIS Manager is expected to develop budgets, follow project management processes, lead and coach teams, and prioritize customer satisfaction in the effort to implement an enterprise GIS for the Authority.

The ideal candidate will have a minimum of 5 years of experience leading enterprise GIS programs preferably for an Airport, City or County and with experience specific to implementing GIS solutions for planning, engineering infrastructure, and land development.

The GIS Manager will have the ability to work independently to develop a GIS master plan and implement a GIS system at TPA. In addition, the GIS Manager could be required to manage and oversee the work of other employees or consultants depending on the long term GIS strategy developed for the Authority.

The GIS Manager is responsible for implementing the Authority's enterprise GIS by coordinating all projects, tasks and work requests required to develop and maintain the Authority's GIS. The GIS Manager will need to provide leadership, experience, is an effective communicator, and has experience as a project lead for complex IT applications.

POSITION ACCOUNTIBILITIES

- Develop and maintain a 3 year master plan for implementing an enterprise GIS.
- Develop, prioritize and manage GIS projects and tasks that support the Authority's GIS needs.
- Schedule team member day to day workload consisting of, but not limited to, efficiently completing "time-line defined" customer service projects, information maintenance work, layer creation, modifications and enhancements, ArcGIS application development, research & technology evaluations, technology support, and client consultation.
- Provide technical advice and problem solving support to staff.
- Lead and develop GIS workflows and procedures.
- Manage the enterprise GIS operations including business development and policies.
- Develop and chair committees and/or working groups to collaboratively develop GIS management policy, project prioritization, resource needs with stakeholders.
- Maintain effective communication with staff and management including presenting GIS Program status.
- Manage GIS infrastructure (e.g., ArcGIS for Server, Portal for ArcGIS, SQL Server geodatabases).
- Manage projects that implement new systems, software applications, hardware additions and hardware maintenance.

- Manage software licenses, and maintenance.
- Develop and maintain GIS Website, GIS portal and applications.
- Research and stay current with latest GIS & information technology advancements.
- Develop and Implement data standards and quality control processes.
- Integrate GIS with business application including CAD and develop time saving applications.
- Assist as needed with the maintenance of GIS data as required.
- Manage client support and information technology solutions development.
- Provide staff training (e.g., seminars, technical courses, conferences) when necessary to maintain or improve the level of customer service or promote increased revenues.
- Develop and/or maintain staff job specifications to reflect the most up-to-date and required technical skills. Ensure that staff are granted all options to upgrade or maintain these skills.
- Provide recommendations and supportive documentation to senior management prior to initiating any HR related action.

MINIMUM QUALIFICATIONS

- BS Degree in Geography, Computer Science or related field
- Enterprise GIS experience preferably with a local government
- Five years of experience with GIS/ESRI software specifically:
  - ✓ ArcGIS for Server
  - ✓ ArcGIS for Desktop
  - ✓ Portal for ArcGIS
  - ✓ ArcGIS Online
  - ✓ Enterprise geodatabase (ArcSDE)
  - ✓ License Management and maintenance
  - ✓ Manage client support and information technology solutions development
  - ✓ Research and stay current with latest GIS & information technology advancements.
  - ✓ Develop and maintain the GIS web site and applications
  - ✓ Working knowledge of local government models, templates, data modeling, python and ArcGIS scripting

- Working knowledge of AutoCAD and AutoCAD Civil 3D
- Experience integrating ArcGIS with AutoCAD and vice versa
- Knowledge of FAA policies, regulations, Standard Operating Procedures and Airport GIS
- FAA AGIS-IDLE training
- Knowledge of Microsoft SQL Server
- Working knowledge of Asset Management (Cityworks asset management preferred)..

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Department:	Information Security
Pos. No:	10804
Pay Grade:	E4 ($76,400-$158,800) - **Exempt**
Last update:	2/12/2018 Compensation

POSITION OVERVIEW

Under the supervision of the Senior Manager, Business Applications, the Support Analyst will provide second-tier technical support to end users on various technical issues and problems relating to software and services. They will also be responsible for responding to, documenting and resolving service tickets in a timely manner according to SLA. The Support Analyst will also perform root cause analysis, develop checklists for typical problems and recommend procedures and controls for problem prevention. This position will support multiple applications and/or modules including legacy applications, internally-built software, ERP, HR Management Systems. And Cloud Services. This position may require independent work, sharing information and assisting others with work orders.

POSITION ACCOUNTIBILITIES

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.*

- Troubleshoot software and identify root causes of software problems
- Plan application system upgrades, install new releases, and assist with migrations
- Ability to work with business users on understanding and analyzing business problems.
- Work with team to identify and resolve software defects and provide bug fixes
- Stay current with technology industry and market trends, and determine their potential impact on the enterprise.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university with a degree in computer science, systems analysis or a related study, or equivalent experience or an equivalent combination of education, training and experience that would reasonably be expected to provide the job specific competencies noted below. Must have knowledge of ITIL service management best practices with strong analytical, technical, verbal and written communication skills as well as planning and organizational skills.

The ideal candidate will have 2 to 5 years of experience supporting enterprise applications or IT operations with the ability to create, update, and review functional and technical documents.

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application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

Department:	Information Technology
Pos. No:	15549
Pay Grade:	E2 ($56,200-$116,800) – **Exempt**
	E3 ($65,500 - $136,200) **Exempt**
Last update:	3/23/2018 Compensation

Tampa International Airport

Position Title: *Senior IT Business Analyst*

POSITION OVERVIEW

Reporting to the Manager of Project Management Office, this position is primarily responsible for the business analysis and documentation of Information Technology (IT) Business opportunities at the Authority. Responsible for the review, assessment and transformation of business processes in a cost-effective manner. Involved in the analysis, requirements gathering, design, configuration/development, implementation and delivery of projects, facilitation of support for implemented functionality, and serves as a liaison between IT and the business units at the Authority.

POSITION ACCOUNTIBILITIES

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- Researches and prepares business case studies, total cost of ownership (TCO) and return on investment (ROI) studies for use in decision-making.
- Identifies opportunities for business process improvement and efficiencies through technology, system, and non-system changes.
- Documents current state and future state of business functions and processes, including business needs, objectives, inputs, activities, outputs, outcomes and impact.
- Conveys business requirements from customers to technical teams in an effective manner to ensure the resulting solution is in alignment with and meets the stated business needs.
- Contributes to the achievement of business objectives and strategic goals by partnering with the business to clarify and communicate business requirements and assure IT services are aligned with business needs.
- Defines system implementation approach and operational concept, ensuring requirements and value received are captured, measured and evaluated.
- Leads the preparation of proposals, including scopes and estimates, to develop or enhance systems and/or operational changes and workflows including overall change management strategy.
- Facilitation of IT development and process methodologies such as Agile, Waterfall, ITIL, and Lean
- Acts as a liaison between end-users, enterprise and solution architects, consultants, project teams, and other entities as initiatives migrate through phases from ideation to implementation.
- Performs after-hours and other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's or higher degree from an accredited college or university in Information Technology or related field; and a minimum of 4 years applicable experience as a Business Analyst or in a relevant Information Technology role. Preferred Certifications: CBAP (Certified Business Analysis Professional), CCBA (Certification of Competency in Business Analysis), PMI-PBA (Professional in Business Analysis), ITIL (Information Technology Infrastructure Library) Foundation, CSPO (Certified Scrum Product Owner), Certified ScrumMaster (CSM).

JOB SPECIFIC COMPENTENCIES

- Excellent business knowledge, interpersonal skills, presentation skills, and strong written and communication skills.
- Ability to work well with team members and business users.
- Proficient in authoring technical documentation using tools such as Word, Excel, PowerPoint, Visio and other applications.
- Knowledgeable about business and technology with a strong technical aptitude.
- Ability to analyze possible outcomes that can be achieved through current Authority owned platforms, core systems and what the latest technology offers.

Department:	Information Technology
Pos. No:	15627
Pay Grade:	E4 ($76,400 – $158,800) – **Exempt**
Last update:	3/23/2018 Compensation

- Strong analytical skills with the ability to translate application and operational requirements into new business processes and design application enhancements.
- Problem solving, decision making, negotiation and persuasion skills.

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POSITION ACCOUNTIBILITIES

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.

- Leads research and evaluation of emerging trends in the information technology field to determine their worth to the organization.
- Designs and oversees staff education on the use of new technology.
- Recommends ways to apply new products and solutions that will maximize their value to the organization.
- Familiar with a variety of the field's concepts, practices, and procedures.
- Relies on extensive experience and judgment to plan and accomplish goals.
- Performs a variety of tasks.
- Prepares project plans and schedules to include coordinating requirements, tasks, work assignments, and resources to ensure project integrity
- Oversees the formulation of project objectives and system development requirements.
- Supervises a staff of technical personnel engaged in the performance of highly complex systems and/or programming activities.
- Participates directly in project development, as required.
- Provides technical guidance and assistance to the project staff to ensure the success of projects.
- Monitors activities performed by the project staff to include insuring that all product and documentation meet departmental standards.
- Analyzes methods of obtaining and presenting information together with reviewing and evaluating alternative sources of information.
- Prepares specifications for information systems.
- Analyzes the impact of information as it relates to structure, management techniques and user relationships.
- Develops plans for testing and implementing systems and monitors those processes to ensure desired results are achieved.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university with a major in Computer Science, Business Management, Public Administration, Accounting, or Engineering; or five years' experience managing Information Systems projects including two years in a supervisory capacity.

Substitution: An Associate degree from an accredited college or university with a major in Computer Science, Business Management, Public Administration, Accounting, or Engineering; and six years' experience managing Information Systems projects including two years in a supervisory capacity.

Substitution: Graduation from high school or possession of a GED certificate; and ten years' experience managing Information Systems projects including three years in a supervisory capacity.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the capabilities, limitations, and functional applications of information technology methods and equipment.
- Considerable knowledge of information technology systems design and programming.
- Considerable knowledge of systems analysis, development, planning, and documentation methods and standards.
- Considerable knowledge of cross-functional project management methods and techniques.
- Ability to synthesize project information and establish the appropriate scope of a project.
- Ability to collect, organize and evaluate data and make logical decisions.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.
- Ability to use a computer and related software.

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POSITION ACCOUNTIBILITIES

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.

- Develops and communicates project management standards and best practices.
- Identifies and coordinates internal resources and expertise to achieve project objectives.
- Advises leadership about the project portfolio, status and resource planning.
- Provides guidance on establishing project planning.
- Provides guidance on tracking time of resources.
- Provides guidelines for and assists in project audits.
- Prepares project plans and schedules to include coordinating requirements, tasks, work assignments, and resources to ensure project integrity.
- Oversees the formulation of project objectives and system development requirements.
- Participates directly in project development, as required.
- Provides guidance and assistance to the project staff to ensure the success of projects, as required.
- Monitors activities performed by the project staff to include insuring that all product and documentation meet departmental standards.
- Analyzes the impact of information as it relates to structure, management techniques and user relationships.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate degree from an accredited college or university; and six years' experience managing Information Systems projects including two years in a supervisory capacity.

Substitution: Graduation from high school or possession of a GED certificate; and seven years' experience managing Information Systems projects including three years in a supervisory capacity.

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Department:	Information Technology
Pos. No:	00354
Pay Grade:	E5 ($89,000 – $185,000) – **Exempt**
Last update:	3/23/2018 Compensation

POSITION OVERVIEW

This position manages an information technology operation that includes implementing work plans based on annual goals and the strategic plan; resolves operational, and management issues; and achieves goals while ensuring resources are utilized appropriately. This position will be engaged in professional information technology work leading an IT team or multiple teams, including Lead IT roles. Employee is responsible for planning, organizing, allocating resources, ensuring compliance with procedures, and achieving the outcomes of the team. Duties performed involve weighing and evaluating complex factors requiring a high degree of judgment, analytical ability, and problem solving. Work requires creative and original thinking and is performed under the direction of Senior ITS management. A highly customer service driven approach is required. This role typically reports to the Director of ITS.

POSITION ACCOUNTIBILITIES

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.

- Reviews, develops, or modifies work plans, methods, and procedures. Determines work priorities and develops work schedules to provide adequate staff coverage. Assigns and distributes work and reviews work for accuracy and completeness and returning assignments with recommendations for proper completion.
- Responds to customer service escalations and complaints and assists subordinate staff with difficult or unusual assignments. Resolves problems and mediates conflicts encountered during daily operations. Promotes teamwork and encourages regular communication. Informs staff of relevant business issues and their impact on the organization.
- Provides recommendations to higher level management on the development of goals, objectives, and priorities for the operation. Recommends and establishes objectives for the work group and special projects to achieve these overall goals, objectives, and priorities.
- Provides technical expertise to clients and IT staff by identifying technology solutions to meet business needs and by leading the design, development, and/or maintenance of supported technologies.
- Represents the work group in meetings with vendors and clients to implement technology solutions and to resolve escalated issues. Cultivates, fosters, and maintains positive working relationships user and peer groups to gain their cooperation and support technology projects.
- Implements and maintains standards and procedures for the work group. Monitors and evaluates daily operations to ensure standards and procedures are being followed. Recommends and implements process improvements for the work group.
- Provides input into the development of performance metrics for work group; implements, monitors, and analyzes performance metrics, sharing results with higher level management.
- Conducts hiring interviews and selects candidate(s) for job opening(s).
- Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.
- Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Education: Bachelor Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience: 5 or more years of information technology experience with proven leadership experience

Education/Experience Equivalency: Additional relevant education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification: ITIL, CompTIA A+, CompTIA Network+ and advanced Microsoft Certified Professional preferred.

Employer May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, experience, abilities and credentials relevant to a position.

JOB SPECIFIC COMPENTENCIES

- Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.
- Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.
- Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.
- Influencing - Collaborates with, persuades and influences others.
- Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.
- Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.
- Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.
- Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications. Recommends changes to improve operational efficiencies.
- Assists lower tier resources, senior team members as well as other disciplines in ITS in performing technical support in a formal or informal ITS infrastructure setting.
- Advanced skill in managing personal daily activities and tasks for staff and self.
- Advanced skill in use and application of reference materials to support resolution of standard problems.
- Advanced skill in the application of theory in resolving problems.
- Advanced skill in applying new technologies, soft skills and procedures.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing, with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist other personnel with training of new technologies.
- Ability to establish and maintain effective work relationships, both inside and outside of the work section.
- Ability to develop relevant job-related skill(s) for current role.

- Ability to understand and follow specific instructions, priorities, policies and procedures.
- Ability to take ownership of, and support resolution of, standard problems.

Physical Requirements

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.
Carrying: transporting an object, usually by hand, arm, or shoulder.
Pushing: exerting force on an object so that the object is away.
Pulling: exerting force on an object so that it is moving to the person.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending the body by bending spine at the waist.
Kneeling: bending legs to come to rest on one or both knees.
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Crawling: moving about on hands and knees or hands and feet.
Sitting: remaining in the normal seated position.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive motions: making frequent movements with a part of the body.
Eye/hand/foot coordination: performing work through using two or more.

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POSITION OVERVIEW

Reporting to the Executive Vice President, Legal Affairs (General Counsel) and Information Technology, this position is responsible for directing all technology and telecommunication activities for the Aviation Authority. Responsibilities include establishing departmental goals and procedures, directing the development and maintenance of the Authority's website - TampaAirport.com, monitoring individual and operational performance, developing long range plans and strategy, directing the preparation of departmental personnel, operating, equipment and capital budgets, overseeing all technology capital projects, overseeing the acquisition, development, implementation, operation and maintenance of all information technology and telecommunication systems including computer hardware, software and networks. The Director of IT interacts with Authority staff, technology vendors, tenants, and participates in industry and trade organizations. This position assists the Vice President, Business Planning and Information Technology with special projects.

POSITION ACCOUNTIBILITIES

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.

- Take an active role in leading, promoting and managing the IT department, providing direction, guidance and development to the Authority'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 the Aviation Authority. Identify evolving and emerging technologies that offer the potential for the continuous improvement of business operations and services provided by the Aviation Authority. Ensure that the Authority's 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 Authority developed software. This includes the development and maintenance of the website TampaAirport.com, the information kiosks, and the Authority's intranet. Oversee the planning, acquisition, coordination, implementation, end- user training and maintenance of all non-financial third party software used by the Authority.
- Direct the planning, acquisition, coordination, implementation, end-user training and maintenance of all financial software used by the Authority. Oversee the maintenance of the Oracle financial software system, the Propworks property management system and all Authority databases.
- Direct the operation and maintenance of all Authority 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 Authority's IT disaster recovery plan and intrusion detection program.
- Direct the provisioning of information technology services provided by the Aviation Authority to airport tenants. Manage and grow the Authority's Shared Tenant Services program, providing telephony services to the Authority's tenants. Maintain a high level of customer service characteristic of services provided by the Authority to its tenants.
- Oversee the administration of the Authority's cellular telephone equipment and service agreements.

POSITION OVERVIEW

Reporting to the Senior Manager, Enterprise Service Delivery, this position is responsible for the day to day application administration and support of technology solutions at the Authority. This includes monitoring processes, checking logs, and troubleshooting and resolving Help Desk tickets. The position will also be a key resource in the deployment of new functionality within the existing applications and new applications.

POSITION ACCOUNTIBILITIES

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.

- Discusses Oracle and PropWorks report requirements and data availability with users; discusses system impact with appropriate functional areas; advises users on the feasibility of converting to automated systems and assists in formulating objectives.
- Analyzes, plans and designs computer applications including the preparation of all levels of program flow charts, forms, procedures, documentation and system configuration.
- Tests programs, analyzes output, and ensures modifications are made as necessary to meet objectives.
- Maintains and modifies existing systems (Oracle database and applications, Propworks, FASGov, EiS) to support user needs. This includes, but is not limited to, cloning test and development instances for planning and testing of new applications or functionality of existing applications.
- Evaluates new technological innovations in relation to Oracle and related applications using the Oracle database and makes recommendations to management.
- Acts as liaison between department or agency and hardware maintenance and support organizations, such as My Oracle Support, PropWorks product support and EiS product support. Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's or higher degree from an accredited college or university in data processing or related field; two years Oracle Database Administration; knowledge and understanding of SQL. Linux experience helpful but not required.

Substitution: graduation from high school or possession of a GED certificate; and four years' experience as reflected above.

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POSITION OVERVIEW

Performs 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 ACCOUNTIBILITIES

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- Troubleshoots problems and takes corrective action.
- Receives, analyzes, and implements upgrades to software and modifies as appropriate to insure user needs are met.
- Supports department and function specific automated programs, multiple operating systems and ensures access to the internet.
- Installs, tests, and maintains software applications on networks or mini/mainframe computers; documents software use standards.
- Installs, tests, maintains and upgrades network hardware to provide essential access to the network.
- Manages computer inventory and sets-up and maintains images for workstations, laptops, tablets etc.
- Analyzes and resolves network problems including internet work devices, hardware and software for maximum efficiency and minimum downtime.
- Designs upgrades to new and existing software in accordance with accepted standards.
- Uses operating system software to create and maintain specifications for networks.
- Analyzes and anticipates growth needs of internetworking management tools to ensure they are compatible with current systems.
- Determines data processing needs, evaluates and recommends software, and prepares documentation for acquisition.
- Writes and implements programs, macros and batch files using various computer languages.
- Plans and implements backup and recovery procedures to ensure protection of client and system files.
- Drives a vehicle to remote locations to deliver, pickup, install and/or troubleshoot equipment problems.
- Recommends and provides training to computer hardware and software users to enhance the user's knowledge and capabilities.
- Reads computer hardware and software product literature and specifications, evaluates utilities, may investigate in detail with vendor, and makes recommendations concerning purchases.
- 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
Two years 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 COMPENTENCIES

- Extensive knowledge of software applications installation, operation, testing, and maintenance methods and techniques.
- Considerable knowledge of current computer hardware and/or software characteristics and features.
- Considerable knowledge of systems analysis.
- Considerable knowledge of operating system software.
- Working knowledge of agency standards for hardware and/or software.
- Working knowledge of 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 network hardware and software.
- Ability to detect, analyze and solve routine hardware problems.
- Ability to detect, analyze and solve complex software 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 operate a standard motor vehicle safely.
- Ability to train others.

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Tampa International Airport

Position Title: Director, Marketing

POSITION OVERVIEW

Reporting to the Vice President of Marketing, this position is responsible for the overall strategic planning and implementation of all aspects of marketing and customer experience at the Tampa International Airport and General Aviation Airports. This position oversees the marketing staff, all community and co-op partnerships, internal campaigns, advertising plans, and all budgets relating to marketing services.

POSITION ACCOUNTIBILITIES

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.

- Design, implement, and facilitate annual marketing plan for the firm.
- Support and facilitate development and implementation of section business/marketing plans.
- Work with a third party agency to develop strong brand identity and guidelines.
- Translating business unit objectives and strategies to develop brand portfolio objectives, strategies and plans to facilitate growth.
- Develop marketing strategy, based on knowledge of establishment policy, nature of aviation industry, and cost and markup factors.
- Plan and administer the firm's Marketing Operations budget.
- Negotiates with media agents and agency on record to secure agreements for translation of materials into other media.
- Final department approval of materials prior to presentation to client and executive leadership.
- Works closely with Air Service Development, Concessions, Parking and Operations to provide customer experience and client enhancement opportunities.
- Works closely with legal to ensure proper oversight and adherence to policy for all promotional campaigns and trade partnerships.
- Offer coaching for prospective client meetings, presentations, customer service trainings, surveys etc.
- External communications and systems (social media, newsletter formats, website design).
- Internal communications and systems (project management, client services, production)
- Public relations efforts (community partnerships and customer data collection)
- Manage external vendor and consultant relationships
- Oversee client and prospect information, ASQ data, internal data reports, mailing list applications, access to financial reports, passenger data, airline data, concessions data etc.
- Supervise Airport and Passenger Marketing Managers, Event Manager, Experience Manager, Research and Evaluation Manager and their teams
- Make staffing and hiring decisions within marketing department.
- Build and develop a marketing team which is competent, commercially astute, dedicated and efficient
- Manage day to day activity with marketing communications agencies
- Develop and deliver insightful presentations and strategies to the business unit and executive committee where appropriate.
- Ensure the integration of the business unit marketing function within that of the greater group, and ensure that the business unit optimizes its use of shared and support services
- Assist the business unit to meet its objectives, live the values and culture and to practice company policies.
- List the major items for which the incumbent is accountable.

Department:	Marketing
Pos. No:	14832
Pay Grade:	E6 ($103,700 – 215,600) – **Exempt**
Last update:	8/2018 Compensation

MINIMUM QUALIFICATIONS

This classification requires 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 marketing.

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POSITION OVERVIEW

Performs a wide variety of paraprofessional administrative/secretarial duties, supporting a director or agency head of a large department or agency of a County function or operation. May supervise subordinate administrative/clerical and administrative/secretarial staff. As needed, one Administrative Specialist III level position may be authorized to support a director or agency head.

POSITION ACCOUNTIBILITIES

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.

- Independently performs a wide variety of paraprofessional administrative, secretarial and confidential functions and duties supporting a director or agency head.
- Manages and closely monitors director's or agency head's calendar; schedules and coordinates appointments, conferences and itineraries; makes travel and lodging arrangements; completes travel reimbursement documentation.
- Initiates and schedules tentative appointments for director or agency head; reserves venue, coordinates attendees; assembles handout materials, slideshow presentations and equipment.
- Reviews outgoing correspondence for internal consistency and proper conformance with administrative policies, approvals and signatures, as well as formatting, grammatical construction and typographical errors.
- Initiates and composes agendas, minutes, correspondence, memos, spreadsheets, logs, invoices, and reports in final form, for approval or signature of director or agency head.
- Interprets, recommends and implements improvements to administrative policies and internal workflow procedures.
- Independently determines for the director or agency head, priority status and special attention to important matters received or observed, such as incoming postal mail, electronic mail, correspondence, statements, face-to-face customers, phone calls and internal staff actions.
- In the director or agency head's absence, ensures that requests for action or information are completed or referred to appropriate staff member or area of responsibility; determines whether director or agency head should be notified of high-priority or emergent matters.
- Makes recommendations and advises director or agency head on budgetary matters concerning office expenditures, such as equipment and supplies and monetary benefits, such as payroll, salary, and overtime. Independently processes, coordinates and adjusts payroll, timekeeping, schedules and leave requests for department or agency.
- Accesses, secures and monitors restricted, sensitive and confidential records or information to include but not limited to records involving- personnel, payroll, medical, performance or disciplinary.
- May prepare and distribute outgoing electronic mail and correspondence on behalf of director or agency head; as authorized, may utilize an electronic signature or stamp for director or agency head.
- May provide supervision, guidance, training, and review the work of subordinate administrative/clerical and administrative/secretarial staff to ensure accuracy, completion, timeliness and corrective action, as needed.
- May serve as representative and liaison for director or agency head by disseminating directives, instructions, assignments and following-up on the status of time sensitive items within the department or agency.
- May meet with customers, special interest groups, high-ranking officials, unions and others on behalf of director or agency head; or other professional staff, committee, council or board members.
- May take and transcribe dictation verbally or from electronic sources; may take minutes, record and report meetings or proceedings for the director or agency head.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree; and three years of administrative/secretarial experience or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of policies, procedures, precedents, regulations, executive orders, and rules of assigned department or agency.
- Knowledge of executive administration, such as word processing, managing files and records, transcription, designing forms and other related procedures.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Knowledge of principles and processes for providing customer service, such as assessing customer needs, meeting quality standards for service, and evaluating customer satisfaction.
- Knowledge of the access, storage, destruction and release of restricted, sensitive and confidential information, and applicable guidelines.
- Skill in communication and effective writing.
- Skill in managing one's own time and the time of others.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions or approaches.
- Ability to use discretion and independent judgment in evaluating information.
- Ability to transcribe documents and information from different sources.
- Ability to serve the public and represent the department director or agency head with courtesy and professionalism.
- Ability to effectively lead or supervise lower level administrative/clerical and administrative/secretary staff.

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POSITION OVERVIEW

Reporting to the Director of Marketing, the Marketing Manager is responsible for planning, organizing, coordinating, executing and managing the Aviation Authority's advertising campaigns; managing the marketing coordinators; developing marketing plans and strategies for revenue generating programs, managing all social media as it relates to marketing events, and tracking the ROI of all campaigns.

This position maintains effective relationships with representatives of advertising agencies, stakeholders in the business community, and marketing representatives in airline development, civic organizations, and other groups germane to the Authority's business.

POSITION ACCOUNTIBILITIES

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.

- Responsible for developing and managing strategies for effectively communicating airport information and marketing campaigns to the public and key external and internal audiences and stakeholders projecting a positive image and reputation about the airport.
- Generate, promote, manage and execute revenue generating marketing initiatives for clients based on their needs for projects related to relationships in the business community, marketing representatives in airline development, civic organizations, and other groups germane to the Authority's business.
- Generate, promote, execute and manage marketing opportunities for the revenue generating division of the Hillsborough County Aviation Authority.
- Create and review copy, handle production and conduct market and demographic research to determine the best promotional strategy community partnerships and marketing plans.
- Research and present prevailing regulations, requirements or procedures to business or community partners seeking to engage in relationships with the airport through co-op advertising.
- Work with the marketing analysis team to develop ROI tracking for all advertising dollars spent.
- Monitor all marketing materials on property to ensure that all messages are timely and current.
- Manage the relationship with the advertising agency on record and third party creative partners.
- Keep a schedule of all deadlines for campaigns and manage the projects from the creation through the design studio.
- Represent the Aviation Authority and Marketing department at industry and public meetings, functions and events.
- Develop, maintain and create opportunities and packages for community event awareness (i.e. silent auction, raffle, and donation items/experiences).
- Remain current with Aviation Marketing best practices and marketing techniques that can be adapted from other industries to better serve the guest experience.
- Develop budget, policies and procedures for areas of responsibility to ensure comprehensive implementation of the Aviation.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position are a Bachelor's Degree in Marketing, Communications, Public Relations, Business Administration or other related field and at least five years of increasingly responsible experience in marketing or a marketing-related field, project management and supervising creative individuals. Experience buying or selling media a plus.

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Tampa International Airport

Position Title: Marketing Media Producer

POSITION OVERVIEW

The Marketing Media Producer is a one-person production team -- a blend of the technical expertise, creative sensibility, and "soft skills" needed to develop visually arresting pieces that aid in moving an organization and its brand forward. As part of the HCCA Design Studio, you will provide photographic, video production, and audio/visual support services for a wide variety of internal and external clients. Fast paced and deadline driven; this role requires a commitment to delivering the best possible outcomes for clients Authority-wide.

POSITION ACCOUNTIBILITIES

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.

- Capture, edit, and convert digital photographs and recordings with the knowledge of export formats for various mediums, including print, social media, and web placement.
- Execute complete production of training, promotional and other videos from scripting, video capture and complete editing for final rendition presentation (pre-to-post production).
- Work with Brand and User Experience Manager to ensure consistency and quality of the HCAA brand in the production of all videos & photography.
- Build and maintain and image and video library and manage content.
- Work hand-in-hand with the communications, marketing, and other members of the HCAA Design Studio for completion of multilevel projects.
- In collaboration with the project manager, ensure delivery of the assigned project within the agreed upon budget and timeline.
- Support staff and community events with creative and technical services, including but not limited to, video capture, photography, audio/visual staging & setup, troubleshooting, and vendor coordination.
- Make minor repairs and maintain equipment.
- Make purchasing recommendations.
- Review and approve onsite video and photography requests from outside entities.
- Keep abreast of videography and photography trends and advances in equipment to bring better value and new creative ideas.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS

Four-year related degree and a minimum of 5 years design experience in videography, video editing, and photography, including workflow, equipment, creative techniques, technical expertise and delivery formats.

Or

An equivalent combination of education, training, and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Possess strong creative, organizational, problem-solving and time-management skills.
- Must be proficient in producing product videos from beginning to completion including filming, lighting, the ability to direct & work well with talent, script writing, recording voice-overs, editing, add graphic elements, add background music & voice-overs.
- Possess in-depth knowledge of photographic and video production principles, practices and techniques.
- Expertise in video/photography using a Canon 7D/70D, Sony Alpha a7II, Sony FS700, or equivalent camera.
- Working knowledge of studio lighting set-ups and working with microphones, including lavaliere microphones.
- Expert-level knowledge of video production/editing software such as Adobe Premiere or Final Cut Pro.
- Strong working knowledge of Photoshop, Light room or other photo editing software.
- Excellent interpersonal and communication skills.
- Must work well with tight deadlines in a team environment.
- Able to take projects from start to finish with minimal supervision.

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Tampa International Airport

Position Title: *Marketing Program Specialist*

POSITION OVERVIEW

Performs administrative and paraprofessional work organizing the administrative and logistical aspects of a program/s. Develops and establishes work processes and procedures to deliver program services, evaluates effectiveness of program services and efficiency of processes, and implements prescribed program guidelines and objectives.

POSITION ACCOUNTIBILITIES

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.

- Develops, organizes, establishes, and evaluates work processes to ensure delivery of program services and to fulfill program objectives. Reviews existing policies, procedures, and directives and recommends changes where necessary.
- Interprets/explains policies, processes, applicable laws, rules, regulations, and guidelines specific to a program to resolve problems, answers program questions, and provides information and advice to current and potential program participants.
- Coordinates action where several organizational entities are involved and follows up to ensure that all details and requirements are met.
- Reviews program operations for compliance, identifies program strengths and weaknesses and areas of non-compliance, recommends corrective action, and instructs individuals and groups on proper methods and procedures for compliance with program regulations.
- Writes or revises procedural and training manuals and summary reports.
- Conducts orientation, training demonstrations, and presentations for individuals, groups, and organizations.
- Recruits and trains volunteers to include determining work priorities and develops work schedules to provide adequate staff coverage.
- Conducts customer/participant surveys to gather information on program services and customer satisfaction and provides continuous support to program participants to identify gaps in services.
- Assists in the development of the program budget, monitors expenditures and processes pre-approved expenditures; assists with preparing grant applications.
- Resolves problems encountered during daily operations and determines appropriate solutions.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year college or university; and One year of experience directly related to the position duties, or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of the functions, activities, requirements and objectives of the specific program/functional area to which assigned.
- Knowledge of organizational and program promotional methods and procedures relating to administrative support.
- Knowledge of budget management practices and procedures.

- Ability to organize programs and special events.
- Ability to monitor, oversee and provide guidance to volunteers, clients and other employees.
- Ability to maintain files and records and prepare reports and correspondence.
- Ability to use a computer and related software.
- Ability to make presentations to large groups.
- Ability to organize and to multi-task.

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Tampa International Airport

Position Title: *Marketing Specialist*

POSITION OVERVIEW

This position provides advanced level administrative assistance and performs Marketing event management tasks for a wide range of internal and external Marketing functions and events. Requires initiative and independent judgment to oversee high level administration operations within the Marketing department.

POSITION ACCOUNTIBILITIES

Note: The following duties are illustrative and not exhaustive. The omission of specific statements about duties and tasks 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.

- Provides high-level support and assistance to multiple departments in the marketing department, as directed by the supervisor. (i.e., the 5K on the Runway, VIP and community group events, internal stakeholder meetings, gate events, art events, art installations, small conference support, and other special events as needed).
- Directs the allocation of staffing, volunteer and product resources to achieve Marketing event requirements and goals.
- Supervises and provides guidance and training to assigned volunteer event staff by assigning specific tasks to volunteers.
- Develops, coordinates, implements and manages responses to phone, email, web and written queries from other departments, vendors, community organizations, and Authority staff requiring advanced knowledge of Marketing programs and services.
- Coordinates with other departments within the Authority and external agencies to ensure efficient flow of communications and services
- Attains price quotes for outsourced printing and production supplies and other Marketing materials to offer economical solutions.
- Clarifies and resolves day-to-day issues regarding Marketing department practices, programs and projects.
- Monitors status of allocated funds and controls expenses for assigned events.
- May represent the Marketing department at meetings, functions, and events.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree in Business Administration or Management, Marketing or Communications from an accredited college or university; and at least three (3) plus years of experience managing marketing campaigns and/or events or providing marketing support or any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Ability to organize information and resources and communicate directly with the public at a high level.
- Ability to interact with a wide range of Authority staff, and external agency, vendor and community representatives from diverse backgrounds.
- Strong knowledge and experience providing effective customer service.
- Strong attention to detail and organizational skills.
- Knowledge of marketing and marketing strategy and tools with strong data management and analytical skills.
- Ability to multi-task and prioritize.
- Ability to communicate effectively, verbally and in writing.
- Advanced knowledge of MS Office
- Ability to remain calm under pressure, and remain flexible in a variety of problem solving situations.
- Ability to interpret and apply administrative procedures.

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Tampa International Airport

Position Title: Senior Business Analyst (Marketing)

POSITION OVERVIEW

Performs highly technical and supervisory professional duties analyzing and developing improved managerial policies, practices, methods, procedures, and organizational structures. Duties involve providing and coordinating responsible technical and professional assistance to departments and agencies by reviewing and independently analyzing a variety of complex organizational structures, procedures, and existing programs to include identifying areas where corrective action should be implemented.

POSITION ACCOUNTIBILITIES

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- Functions as project coordinator in conducting major management system review projects involving work measurement studies, management control, plans of service, methods analysis, and other aspects of operational audits.
- Reviews complex system and organizational difficulties, determines procedures to be followed, and assigns appropriate personnel to various study tasks.
- Performs highly complex independent research studies and makes conclusive recommendations.
- Develops appropriate procedures necessary for the analysis of budgeted and allocated resources to facilitate the review and evaluation of department activities.
- Provides administrative assistance to department/agency directors in the installation of new management procedures and techniques.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and Three years of experience in the development, implementation, and evaluation of business methods and procedures or any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of management principles, practices and procedures.
- Considerable knowledge of the organization, operating activities and administrative practices and policies of departments and agencies assigned.
- Considerable knowledge of analysis and research techniques, methods and procedures.
- Considerable knowledge of English spelling, grammar and punctuation.
- Skill in conducting independent studies and analyses of organizational activities, programs, procedures and operating systems.

Department:	Marketing
Pos. No:	15410
Pay Grade:	E3 – **Exempt**
Last update:	8/2018 Compensation

- Ability to work independently and analyze, interpret and accurately summarize complex business processes and detailed information.
- Ability to use considerable initiative and exercise sound judgment in making conclusive recommendations based on business needs.
- Ability to communicate effectively and persuasively, both verbally and in writing.
- Ability to participate effectively in the formulation of departmental policies and procedures.
- Ability to work effectively with others.
- Ability to set priorities, meet deadlines and multi-task.
- Ability to use a computer and related software.

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Tampa International Airport

Position Title: Senior Manager, Brand Strategy and User Experience

POSITION OVERVIEW

Reporting to the Director of Marketing, this position is responsible for developing and maintaining graphic and brand management throughout the Authority as it relates to those who interact within the physical Airport and to the presentation of the Airport brand in written, printed, digital, and broadcast communications. This position oversees the Graphic Designer and Videographer and works closely with all departments to ensure that proper brand standards are incorporated into the design, build, and implementation of all Authority programs.

POSITION ACCOUNTIBILITIES

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.

- Develops and defines brand standards and strategies
- Aligns staff resources to brand initiatives and executes action plans
- Oversees the design, editing and production of printed, visual, and broadcast materials. This includes but is not limited to the Annual Report, special publications, newsletters, stand-alone events, recurring events, print ads, digital media, presentations, and video
- Ensures consistency in all Airport communications and marketing efforts
- Oversees the long-range goals, objectives, and plans for the Master Plan on behalf of the marketing department. Develops Master Plan brand guidelines
- Acts as liaison between the marketing department and P&D to help develop and design user experiences throughout the Airport
- Manages all web related design issues or content management
- Develops online social and media strategies to promote Airport initiatives
- Tracks and monitors ROI for brand equity and user experience programs
- Researches and develops relevant and innovative applications for inclusion in marketing plans (this can include, but is not limited to social media platforms, interactive wayfinding, touch screen technology, customer loyalty program, content delivery systems, smart phone technology)
- Produces graphic work as needed
- Serves as liaison with the community and community partners regarding use of the Tampa International ‘s logo and positioning of the brand
- Develops and manages project timelines
- Serves as liaison for any third party designers
- Works with advertising agency (as needed)
- Manages the graphic designer and videographer
- Develops budgets for creative projects
- Manages in-house and out-of-house printers and vendor relationships
- Manages multiple projects with a strong attention to detail
- Ensures organizational compliance with brand standards
- Performs other duties as assigned and directed by the Director of Marketing or the VP of Marketing.

Department:	Marketing
Pos. No:	15223
Pay Grade:	E5 ($89,000 – $185,000) – **Exempt**
Last update:	8/2018 Compensation

MINIMUM QUALIFICATIONS

Four-year degree and two to five years of relevant experience in graphic design and brand management; working knowledge of software selected for graphics and publications, experience working with outside vendors to produce marketing materials and experience working with large scale brand developments as they relate to new construction.

JOB SPECIFIC COMPENTENCIES

- Ability to communicate with the design and development team of new construction
- Willingness to upgrade computer/skill training as technology changes
- Working knowledge of general office procedures and equipment
- Strong human relation skills
- A curiosity about the world, travel and technology
- Ability to convey the essence of the brand and how it interacts with the community
- Ability to understand and execute both verbal and written instructions

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POSITION OVERVIEW

As the Visual Communications Designer with HCAA, you will need to listen to clients and understand their needs before making design decisions. Understanding "why" will drive "what" a successful outcome looks like. You will work on a variety of projects, such as websites, advertising, posters, exhibitions and displays, corporate communications and corporate identity. All while ensuring the consistency and quality synonymous with the HCAA brand. The work demands creativity, up-to-date knowledge of industry software and a professional approach to time, costs, and deadlines.

POSITION ACCOUNTIBILITIES

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.

- Work with internal and external stakeholders to create new and original print, web, and multimedia designs based on client specification, needs, and the established HCAA brand standards.
- Collaborate with internal and external partners as needed on the development of communications pieces.
- Advise clients on strategies to reach a particular audience.
- Present the design to clients and/or the Brand and User Experience Manager for approval.
- Create and maintain files for all creative assets and resources, such as software, art materials, and special fonts as required for record keeping and referencing.
- Assist in the management of production for all pieces from conception to completion.
- Produce print-ready files for use in production as required, including correct file formatting, trim and bleed marks, etc.
- Attend press checks as needed and conduct quality checks on all pieces.
- In collaboration with the project manager, ensure delivery of the assigned project within the agreed upon budget and timeline.
- Serve as a reserve photographer and support for videography efforts.
- Support social media efforts and campaigns with images and/or video.
- Creatively seek out new products and maintain cutting-edge industry knowledge.
- Attend meetings as assigned.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Four-year related degree and a minimum of 5 years design experience in an in-house creative department or design firm.

Or

An equivalent combination of education, training, and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Possess strong creative, organizational, problem-solving and time-management skills.
- Must have a good working knowledge of corporate branding, print/digital media, and color theory.
- Possess strong conceptual skills, high-level sense of design, layout, and typography. A broad thinker who is able to offer a variety of design solutions.
- Be an adaptable and quick learner. Must be able to apply style guides creatively while upholding brand identity for

the HCAA as well as those of our HCAA's partners when collaborating.

- An expert-level knowledge of Adobe Creative (i.e. Photoshop, InDesign, After Effects, etc.) and Microsoft Office Suite (i.e. Word, Excel, PowerPoint). Experience with HTML and motion graphics a plus.
- Familiarity with DSLR, action cameras, and mobile phone video and photography equipment and accessories.
- Excellent interpersonal and communication skills.
- Expert knowledge in the print and digital graphic production process.
- Must work well with tight deadlines in a team environment.
- Able to take projects from start to finish with minimal supervision.

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POSITION OVERVIEW

The role of Communications Manager will serve as the primary content creator for Tampa International Airports (TPA's) social media platforms, including Facebook, Twitter, Instagram and other emerging platforms. The position will play a key role in managing all interactions on TPA's social profiles as well as addressing key questions, comments and concerns. Will assist with analyzing content, generating monthly reports and identification of target areas for future growth. The Communications Manager will also be responsible for the implementation, growth and ongoing maintenance of TPA TV to internal and external audiences and for managing all assignments related to social media and TPA TV. Reporting to the Senior Communication Manager, the incumbent will also assist in the supervising Communications interns and or part-time employees assigned to the Communication Team.

POSITION ACCOUNTABILITIES

Note: The following job description is not intended to be, nor should it be construed as an all-inclusive list of responsibilities associated with this position. The duties listed are illustrative, not exhaustive and any 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. Management may require incumbents to perform job duties other than those contained in this document at any time.

- Identifying and developing content for the airport's social media/other outlets. Research, develop and write content independently with minimal oversight.
- Managing or co-managing projects related to social media (this includes coordinating efforts between multiple departments and maintaining production schedules)
- Taking photos, video and coordinating with TPA's Design-Studio on social media projects
- Managing TPA's social media content calendar
- Using discretion and professionalism while rapidly responding to and tagging all important inbound messages while promoting TPA's key messages
- Identifying and interacting with key influencers
- Moderating, managing and facilitating all TPA-managed Facebook groups
- Hosting social media events/tours from the planning and development stage to execution (working with other departments, coordinating logistics, working with vendors)
- Supports Communication staff with research and other needs
- Stays current on all news relevant to TPA Airport Communications and is aware of key talking points
- Assists with the development of research methodologies; ensures the soundness of principles used in developing new communication strategies to address current and emerging business needs.
- Provides direct analytical/communication support to individual business units within the Airport.
- Assists in disseminating information to the public via social media platforms in crisis incidents.
- Responsible for overseeing key airport campaigns and initiatives with internal and external business partners.
- Responsible for oversight and growth of TPA TV, including all content creation, content scheduling and implementation of TPA TV throughout the airport.
- Assists the Communications team with all internal and external communications efforts, as needed. These include:
    a. Serving as a primary contact for the Aviation Authority with local and national news media and industry publications
    b. Responds to media requests in a timely manner
    c. Proactively seeks placement of stories about TPA in national, local and industry publications
    d. Writes, edits and designs content for distribution in Airport newsletter and community publications

e. Manages media relations internship program, coordinating with local universities and providing supervision and meaningful experience for interns.
f. Researches, writes and edits internal and external communications for the CEO and other executive staff
g. Monitors news coverage of the Aviation Authority and aviation industry, identifying trends and opportunities for promoting Airport initiatives.
h. Responsible for creating or assisting in the creation of key airport messages

MINIMUM QUALIFICATIONS

The minimum qualifications required to perform successfully in this position are Bachelor's degree from an accredited institution in Communications, Journalism, Marketing, Public Relations and proven experience using social media platforms in a business setting.

ADDITIONAL QUALIFICATIONS

- Must be able to work independently under tight deadlines/quick turnarounds with minimal supervision and direction
- Strong writing and interviewing skills
- Strong photography and videography skills
- Strong social media following with an understanding of current best practices
- Basic or greater level of experience using Hootsuite or another social media management tool
- Proficient with InDesign and video editing

JOB SPECIFIC COMPETENCIES

- Deep curiosity and evidence of completing independent research in either a business or academic environment.
- Strong interest in a career in market research.
- Ability to prepare and present detailed information to management and clients.
- Ability to manage multiple resources and projects to achieve successful results.
- Ability to establish and maintain effective working relationships, both inside and outside the organization.
- Ability to communicate effectively, both orally and in writing.
- Ability to direct specialized work.
- Ability to use substantial reasoning and problem-solving techniques.
- Ability to perform duties beyond the principal accountabilities listed as needed.

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Department:	Communications
Pos. No:	TBD
Pay Grade:	E3 ($65,500-116,200)
Last update:	10/2019 WID

POSITION OVERVIEW

Reporting to the Senior Manager, Communications the incumbent writes or supervises the writing of press releases, news items, material for Aviation Authority publications, and presentations for others; and acts, when designated, as the spokesperson for the Hillsborough County Aviation Authority.

The Community Relations Coordinator maintains effective relationships with representatives of information agencies and monitors and engages in social media and the airport' webpage.

POSITION ACCOUNTIBILITIES

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.

- Functions as a primary contact for the Aviation Authority with local and national news media and industry publications.
- Responds to media requests in a timely manner.
- Proactively seeks placement of stories about Tampa International Airport in national, local and industry publications.
- Writes and edits stories for distribution in airport newsletters and community publications.
- Manages media relations internship program, coordinating with local universities and providing supervision and a meaningful experience for interns.
- Researches, writes and edits internal and external communications for the CEO and other executive staff.
- Monitors news coverage of the Aviation Authority and aviation industry, identifying trends and opportunities for promoting airport initiatives.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position include a Bachelor's degree in Journalism, Mass Communications, English or other related field. The candidates for this position should have a minimum of five years of experience in journalism, media relations or public relations. Candidates must possess outstanding writing skills and the ability to communicate technical information in a clear manner.

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Department:	Media & Government Relations
Pos. No:	15392
Pay Grade:	E3 ($65,500 – $136,200) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Director, Government Affairs

POSITION OVERVIEW

Reporting to the Assistant Vice President of Media and Government Relations, the Director of Government Affairs is responsible for coordinating the Aviation Authority's federal, state and local inter-governmental relations activities and promoting its interest with regard to legislation which could have an impact on the Aviation Authority. The incumbent is responsible for monitoring pertinent federal, state and local proposals throughout the legislative process and notifying the Chief Executive Officer, the General Counsel and senior management of potential operational or administrative impacts.

Utilizing lobbying techniques the Director of Government Affairs will attend and/or monitor relevant federal and state legislative committee meetings, as well as local, regional and national meetings and conferences concerning issues that may impact the Aviation Authority. The incumbent will develop federal and state legislative and funding initiatives and collate the final results of legislative action to provide an annual report to staff regarding new laws pertinent to the Aviation Authority.

POSITION ACCOUNTIBILITIES

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.

- Develop and maintain contact with federal, state and local elected officials and agency representatives associated with the operation and development of commercial international and general aviation facilities and surrounding transportation and economic development.
- Prepare and present updates to the Aviation Authority Board as to the status of all legislative activities that are under review that could impact the Aviation Authority.
- Attend and monitor public meetings of elected bodies and federal, state and local agencies that may impact operation and/or development of the Authority's airport system.
- Coordinate the Authority's federal, state and local inter-governmental relations activities by assembling information, monitoring legislative and regulatory proposals, and preparing recommendations for review of the Executive Director.
- Coordinate and conduct meetings with public leaders and agencies in promoting federal and state funding and legislative initiatives.
- Develop and maintain contact with industry trade associations that benefit the aviation and transportation community.
- Research legislation that may impact the Authority and develop strategies for approval of legislation supported by the Authority.
- Draft and disseminate legislative summaries and conduct briefings to relevant staff members.
- Represent the Chief Executive Officer and serve as liaison with federal, state and national professional associations.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position include a bachelor's degree in business, political science or related field and at least five years of responsible experience in the public sector or areas related to the legislative process.

Department:	Media & Government Relations
Pos. No:	12078
Pay Grade:	E6 ($103,700 – $215,600) – **Exempt**
Last update:	8/2018 Compensation

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POSITION OVERVIEW

Reporting to the Assistant Vice President of Media and Government Relations, the Senior Manager, Communications writes or supervises the writing of press releases, news items, material for Aviation Authority publications, and presentations for others; and acts, when designated, as the spokesperson for the Hillsborough County Aviation Authority. The Senior Manager, Communications maintains effective relationships with representatives of information agencies and monitors and engages in social media.

POSITION ACCOUNTIBILITIES

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.

- Functions as a primary contact for the Aviation Authority with local and national news media and industry publications.
- Responds to media requests in a timely manner.
- Proactively seeks placement of stories about Tampa International Airport in national, local and industry publications.
- Writes and edits stories for distribution in airport newsletters and community publications.
- Manages media relations internship program, coordinating with local universities and providing supervision and a meaningful experience for interns.
- Researches, writes and edits internal and external communications for the CEO and other executive staff.
- Monitors news coverage of the Aviation Authority and aviation industry, identifying trends and opportunities for promoting airport initiatives.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position include a Bachelor's degree in Journalism, Mass Communications, English or other related field. The candidates for this position should have a minimum of five years of experience in journalism, media relations or public relations. Candidates must possess outstanding writing skills and the ability to communicate technical information in a clear manner.

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Department:	Media & Government Relations
Pos. No:	TBD
Pay Grade:	E5 ($89,000-$185,000) – **Exempt**
Last update:	12/2018 Talent Acquisition

POSITION OVERVIEW

Reporting to the Executive Vice President of Marketing and Communications is responsible for developing and implementing a dynamic communications program which will proactively advance the interests of the Authority's policies and programs. This position is responsible for providing leadership to a communication staff and will work closely with other program leaders and staff in helping implement a mission-focused, enterprise-level communications strategy. The Vice President will continually develop and improve communication approaches to advance the Authority's programs and initiatives.

The Vice President will also work to align external stakeholders and consultants to leverage the Authority's visibility and brand in order to advance its policy and program initiatives. The Vice President will be an innovative, creative and strategic communications leader. The Vice President serves as a member of the senior management team and is responsible for the overall planning, budgeting, staffing, and evaluation of all communications activities consistent with policies established by the CEO and the Board.

POSITION ACCOUNTIBILITIES

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.

- Continually develop and improve communications resources and approaches to advance the Authority's program strategies and initiatives.
- Provides leadership for design, implementation, and management of issue-focused communication enterprise.
- Develops strategic communications plans, both proactively and responsibly to breaking events.
- Develops workable implementation plans; communicates changes effectively; build commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.
- Effectively utilize social media and other online formats, as well as more traditional media/communications vehicles, to ensure information on the Authority is accurate, consistent and accessible to external audiences.
- Efficiently communicate Authority image and positions to maintain or enhance credibility with key audiences; engage potential partners or allies who share similar goals; and, proactively engage critical stakeholders to advance the mission of the Authority.
- Works in direct partnership with Authority's staff to mutually develop program-related communications strategies that are built into broader program plans and effectively utilize the Authority's other internal resources when appropriate.
- Reinforces, trains, and grows staff's capacity to effectively engage with key audiences about the organization's mission, program outcomes and goals in alignment with the Authority's core values.
- Provides regular strategic and tactical communication support to CEO's Office and leadership to advance critical goals and priorities.
- Provides insight to the communication of critical information relayed to the Board of Directors and provides counsel on strategic communications as needed.
- Ensures all staff has access to useful and timely information about the Authority.

The Vice President should ideally embody the following professional attributes and minimum qualifications:

KEY ATTRIBUTES:

- Proven capacity to communicate with, and successfully reach, culturally and ethnically diverse target audiences, especially within the nonprofit, policy, and/or philanthropic sectors.
- Looks for ways to fulfill the vision; shows commitment to the organizational mission and guiding principles; inspires respect and trust.
- Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Able to generate and deliver persuasive and clear verbal, graphic, and written communications.
- Outstanding interpersonal skills; must have credibility, good judgment, honesty, and integrity.
- Ability to listen and process complex information quickly.
- Ability to manage change with flexibility and grace.
- Initiative to solve problems with energy and a positive attitude.
- Able to anticipate, prioritize, and manage tasks while simultaneously demonstrating genuine respect for diversity and inclusiveness with multicultural sensitivity.
- Demonstrated and effective people management and employee development skills.

LEADERSHIP DIMENSIONS:

- Verbal Written and Technology Based Communications – Seeks and listens for critical thoughts, ideas, and feelings, and technical information in an accurate and concise manner. Tailors delivery method and tone of communication to meet the needs and preferences of the other person and/or audience. Is adept at accessing and appropriately utilizing the Authority's communication channels.
- Builds Effective Relationships – Establishes enduring and inclusive relationships within the Authority and with all key stakeholders. Commands the respect of employees, his/her peers, customers, and stakeholders. Manages beneficial partnerships in ways that take full advantage of internal and external synergies. Understands the impact of personal behavior on the perceptions of others. Places a high priority on the values of honesty, accountability and integrity.
- Gold Level Customer Service – Communicates a genuine willingness to work positively with all customers and visitors to the airport. Actively listens to their questions and/or concerns. Accurately identifies the service that will meet the customer's needs and wants. Proactively utilizes his/her comprehensive knowledge of the Authority's systems and services to explore options that go beyond the customer's immediate questions or concerns to create an expanded solution to the problem.
- Leadership and Engagement – Creates a positive environment and inspires others to buy into the Authority's mission and vision. Recognizes strategic possibilities and aligns the Authority's vision with those options. Clearly articulates the organization's direction by utilizing a variety of communication channels. Fosters a diverse culture where individual respect and enterprise-wide teamwork thrives. Passionately and convincingly articulates the steps and changes necessary to achieve the Authority's goals. Holds self and all employees accountable for achieving the performance goals.
- Leading and Managing Performance – Establishes clear direction and articulates the vision, priorities, and annual performance objectives. Communicates messages that motivate and inspire others to action. Fosters a work culture where mutual respect and enterprise-wide teamwork thrive. Builds ongoing learning into the Authority that enables

team to realize their full potential. Ensures that team has accurate and timely feedback and the required resources to ensure successful performance.

- Professionalism-Delivering the Results - Demonstrates a commitment to personal excellence, ethical behavior, and integrity. Seeks out and acts on feedback. Addresses problems and makes appropriate decisions. Exhibits a personal commitment to overcoming obstacles. Demonstrates a commitment to continuous learning. Holds self-accountable for behavior and results.

MINIMUM QUALIFICATIONS

Must possess a B.A. in a related field and have at least five years of experience in communications, public relations or other related field. Ideal candidate will be bilingual.

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POSITION OVERVIEW

Performs various complex administrative/secretarial duties, under general supervision, supporting the Maintenance and Planning and Development departments.

POSITION ACCOUNTIBILITIES

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.

- Performs various complex administrative, secretarial, and confidential functions and duties.
- Composes, proofreads and edits correspondence, memos, spreadsheets, minutes, logs, and reports in final form, for approval or signature.
- Performs tasks associated with the Maintenance Work Control processes including but not limited to taking calls for service, creating and distributing work orders, and reconciling the records during the month-end closeout.
- Reviews and distributes detailed incoming and outgoing mail, electronic mail, correspondence, and statements.
- Schedules, coordinates and prepares meetings, meeting materials/handouts, appointments and conferences.
- Accesses and secures restricted, sensitive and confidential records or information.
- Researches and responds to requests for information and assistance, and determines priority status and refers to other professional staff, as needed.
- May provide guidance and training, and review the work of others to ensure accuracy, completion and timeliness; may supervise lower level administrative/clerical staff.
- May take department meeting minutes.
- Provides support of the Maintenance QA/QC program by conducting building inspections as needed
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's degree in Office Administration; and Two years of administrative/secretarial experience or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of procedures, policies, and rules of assigned departments.
- Knowledge of processing administrative and secretarial procedures, such as word processing, files and records maintenance, transcription, and other related procedures.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Skill to carry out complex administrative, secretarial, and confidential duties to assist managers or other professional staff.
- Skill in the use of computers, computer related software or programs, local networks, databases and internet search engines.

- Skill in communication and effective writing.
- Ability to transcribe documents and information from different sources.
- Ability to handle restricted, sensitive and confidential information.
- Ability to serve the public and airport customers with courtesy and professionalism.
- Ability to effectively lead or supervise lower-level administrative/clerical staff.

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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.

Tampa International Airport

Position Title: Airfield Maintenance Supervisor

POSITION OVERVIEW

Performs administrative duties overseeing maintenance and repair personnel engaged in skilled, specialized or technical trades work related to maintenance, repair or construction of buildings, grounds, or roadways, and related systems and equipment to enhance and maintain assets at a prescribed standard.

POSITION ACCOUNTIBILITIES

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.

- Oversees the activities of skilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment.
- Develops, analyzes and updates maintenance policies and procedures to ensure an efficient, effective and safe work environment.
- Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.
- Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches necessary for maintenance personnel to properly perform work assignments.
- Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.
- Requisitions equipment, tools and materials in a timely manner to ensure maintenance and construction schedules are met.
- Assists in developing contract specifications and overseeing the performance of contracts in assigned area to ensure construction and maintenance requirements are satisfied and services are completed in accordance with specifications.
- Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.
- Prepares and maintains manual and computerized reports, records and logs related to the work performed, and materials, equipment and supplies used to provide an audit trail of activities.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's degree in Construction Technology or an Engineering Technology; and
Seven years of work experience in construction, maintenance, or the skilled trades; and including
Two of which must have been in a supervisory capacity.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the rules, regulations and operational requirements of the organization to which assigned.
- Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds and roadways and related systems and equipment.
- Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of record keeping requirements.
- Working knowledge of laws, ordinances, rules, regulations and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of the organization's procurement system.
- Skill in overseeing and performing routine repairs, maintenance or construction of buildings, grounds, or roadways, and related systems and equipment.
- Skill in the use of tools and equipment used in the construction and maintenance of building, grounds, or roadways and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to collect, organize and evaluate data and develop logical conclusions.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams and drawings.
- Ability to plan, organize and oversee the work of others.

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Tampa International Airport

Position Title: Airport Systems Automation Technician

POSITION OVERVIEW

Performs duties in the analysis, design, development, testing, implementation, management and repair of automated Programmable Logic Controller (PLC) and computer-controlled airport systems.

POSITION ACCOUNTIBILITIES

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.

- Analyzes, programs, designs, implements, operates, troubleshoots and maintains critical automated airport systems including but not limited to, the automated baggage system and airplane passenger boarding bridges (jet-ways).
- Programs, tests, edits and troubleshoots proposed hardware and software changes to complex, critical airport systems using PLC ladder logic as required for improved system operation.
- Justifies and documents proposed changes to affected certified systems for approval by the Department of Homeland Security and management prior to implementation.
- Provides after-hours support and remote troubleshooting via virtual private networks to PLC hardware, software, and controls networks, workstation and server computers to minimize customer impact to critical airport systems.
- Performs post-incident analysis of automated system issues.
- Provides recommendations for improved preventive maintenance actions; implements improvements to existing software reporting and programming, and develops contingency plans to reduce the impact of future occurrences.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree in Electrical, Mechanical, Aeronautical, or Marine Engineering; and
Four years of experience in the operation and maintenance of automated electro-mechanical systems.
Or
An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Extensive knowledge of software applications installation, operation, testing, and maintenance methods and techniques of Programmable Logic Controllers, Human Machine Interface software and data historian software such as RSLogix, RSView, RSNetworx tools, SQL server and current Microsoft operating systems.
- Considerable knowledge of systems analysis techniques.
- Considerable knowledge of materials, tools and methods used in the repair, maintenance and servicing of electrical, electronic, pneumatic and hydraulic equipment and devices.
- Considerable knowledge of industrial electronics.
- Considerable knowledge of the parts requirements and inter-changeability of parts between various pieces of equipment.

- Skill in the use of specialized test equipment and tools used to diagnose and repair computer controlled airport operations support systems and equipment.
- Ability to read, review, and interpret technical reports, contracts, specifications, and plans.
- Ability to read and program logic controllers.
- Ability to operate commonly used electronic testing equipment.
- Ability to collect, organize and evaluate data and to develop logical conclusions.
- Ability to train users in computer concepts and applications, and to provide technical assistance to system operators and maintenance personnel.
- Ability to communicate effectively, both orally and in writing.
- Ability to work effectively with others.

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Tampa International Airport

Position Title: Airport Systems Engineer Technician I

POSITION OVERVIEW

Candidates for the Airport Systems Engineering Technician position are required to work non-standard hours, holidays and weekends. The candidate must be able to respond and repair failures of various computer controlled airport operations support systems and equipment (Baggage Conveyor Systems, Passenger Boarding Bridges, Escalators and Elevators and moving sidewalks. The position requires the ability to supervise and direct mid-level supervisors and trades workers. Demonstrates outstanding customer service and the ability to work with airport tenants is required. Proficient in the use of Microsoft office, Oracle and data analysis is necessary.

POSITION ACCOUNTIBILITIES

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- Responds to shuttle, elevator, escalator, moving sidewalks, passenger loading bridge, baggage conveyor, and other complex airport operations support system outages, diagnoses problems, and repairs or assists with repairs to restore failed system to normal operation in a timely manner to minimize disruption of service to customers.
- Oversees and assists in the overhaul and major upgrade to elevators, escalators, shuttles, conveyors, and other complex airport operations support systems and equipment to insure equipment is maintained in a high state of serviceability.
- Inspects high tech systems that are being overhauled or upgraded for compliance with plans and specifications.
- Participates in the research and development of preventative and corrective maintenance
- Participates in the research and development of preventative and corrective maintenance procedures of newly acquired systems and equipment to insure serviceability and prolong the life cycle of the equipment.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and Four years of experience in the operation and maintenance of mechanical, electrical, or hydraulic equipment.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of design, operation and maintenance criteria for computer controlled airport operations support systems and equipment.
- Working knowledge of electrical and mechanical engineering principles and practices.
- Some knowledge of airport terminology and operating philosophy.
- Skill in the use of specialized test equipment and tools used to diagnose and repair computer controlled airport operations support systems and equipment.
- Ability to operate a computer.
- Ability to read, review, and interpret technical reports, contracts, specifications, and plans.

Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE6 ($22.98-$43.08) –Non **Exempt**
Last update:	8/2018 Compensation

- Ability to read and program logic controllers.
- Ability to operate commonly used electronic testing equipment.
- Ability to identify discrepancies between construction specification drawings and work performed.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.

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Tampa International Airport

Position Title: Automated Devices Mechanic

POSITION OVERVIEW

The ideal candidate for this position has extensive experience in the operation and maintenance of specialized automated equipment such as conveyors, manufacturing equipment and other electro-mechanical systems. This position is responsible for the maintenance and operation of the baggage system and jet bridges for Tampa International Airport along with other areas in maintenance where using heavy machinery is necessary.

POSITION ACCOUNTABILITIES

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.

- Perform preventive maintenance on automated devices such as: baggage conveyors, baggage pushers, High-speed diverter's, Passenger Boarding Bridges (Jetway, Stearns, Thyssen Krupp), Roll-up doors, emergency lighting, 400hz ground Power and other related devices and equipment.
- Troubleshoot, repair, and replace device parts such as Saginaw screw assemblies, hydraulic power packs, electric motors and controls, relays, contact points, PLC & electronic components (capacitors, IGBT's, Circuit Boards), photocells, motion detectors, automatic leveling devices, and other related equipment.
- Modifies automated devices to improve operations (ARC, Mig, Oxy/acetylene fabrication).
- Maintains maintenance records, including dates of inspections, repairs, and parts replacement.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and Four years of experience installing or maintaining automated devices, such as, but not limited to: baggage conveyors, automatic doors, security devices, Passenger Boarding Bridges, industrial control systems, or electrical motor controls; and Possession of a valid Driver's License.

JOB SPECIFIC COMPETENCIES

- Considerable knowledge of materials, tools and methods used in the repair, maintenance and servicing of electrical, electronic, mechanical and hydraulic equipment and devices.
- Considerable knowledge of the occupational hazards and safety precautions of the trade.
- Working knowledge of industrial electronics.
- Working knowledge of the parts requirements and inter-changeability of parts between various pieces of equipment.
- Skill in electrical/electronic/mechanical/hydraulic troubleshooting.
- Skill in the use and care of hand and machine tools.
- Skill in the use of meters and gauges.
- Ability to troubleshoot, detect, and correct equipment failures.
- Ability to utilize electrical, electronic, hydraulic, mechanical schematics and technical publications.

Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE3 ($17.36-$32.55) Non **Exempt**
Last update:	8/2018 Compensation

COMPENSATION

Starting salary = $17.36-$21.00 per hour

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Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE3 ($17.36-$32.55) Non **Exempt**
Last update:	8/2018 Compensation

POSITION OVERVIEW

Performs administrative duties overseeing maintenance and repair personnel engaged in skilled, specialized or technical trades work related to maintenance, repair or construction of buildings, grounds, or roadways, and related systems and equipment to enhance and maintain assets at a prescribed standard.

POSITION ACCOUNTIBILITIES

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.

- Oversees the activities of skilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment.
- Develops, analyzes and updates maintenance policies and procedures to ensure an efficient, effective and safe work environment.
- Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.
- Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches necessary for maintenance personnel to properly perform work assignments.
- Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.
- Requisitions equipment, tools and materials in a timely manner to ensure maintenance and construction schedules are met.
- Assists in developing contract specifications and overseeing the performance of contracts in assigned area to ensure construction and maintenance requirements are satisfied and services are completed in accordance with specifications.
- Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.
- Prepares and maintains manual and computerized reports, records and logs related to the work performed, and materials, equipment and supplies used to provide an audit trail of activities.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's degree in Construction Technology or an Engineering Technology; and seven years of work experience in construction, maintenance, or the skilled trades; and including two of which must have been in a supervisory capacity or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the rules, regulations and operational requirements of the organization to which assigned.

- Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds and roadways and related systems and equipment.
- Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of record keeping requirements.
- Working knowledge of laws, ordinances, rules, regulations and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of the organization's procurement system.
- Skill in overseeing and performing routine repairs, maintenance or construction of buildings, grounds, or roadways, and related systems and equipment.
- Skill in the use of tools and equipment used in the construction and maintenance of building, grounds, or roadways and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to collect, organize and evaluate data and develop logical conclusions.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams and drawings.
- Ability to plan, organize and oversee the work of others.

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Tampa International Airport

Position Title: Electrical Maintenance Leader

POSITION OVERVIEW

Performs supervisory duties involving maintenance, repair, and construction of buildings, grounds, or roadways, and related systems and equipment to enhance and maintain assets at a prescribed standard.

POSITION ACCOUNTIBILITIES

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.

- Supervises the activities of skilled and unskilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment by planning, scheduling, assigning and reviewing work, providing training and counseling, and evaluating performance.
- Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.
- Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches as necessary for maintenance personnel to properly perform work assignments.
- Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.
- Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.
- Prepares and maintains manual and computerized reports, records and logs related to the work performed and materials, equipment and supplies used to provide an audit trail of activities.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and
Seven years of work experience in construction, maintenance, or the skilled trades; including
One year of experience in a supervisory capacity.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds or roadways and related systems and equipment.
- Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.

Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE4 ($19.04- $35.72) – Non **Exempt**
Last update:	8/2018 Compensation

- Working knowledge of record keeping requirements.
- Some knowledge of laws, ordinances, rules, regulations and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Skill in supervising and performing routine repairs, maintenance or construction of buildings, grounds, roadways, and related systems and equipment.
- Skill in the use of tools and equipment used in the construction and maintenance of building, grounds, or roadways and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams and drawings.
- Ability to plan, organize and supervise the work of others.

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Tampa International Airport

Position Title: Electrical Maintenance Superintendent

POSITION OVERVIEW

Performs supervisory and technical duties planning and directing the maintenance and repair of internal and external structures and facilities, or operating, maintaining and repairing mechanical, electrical and electronic equipment.

POSITION ACCOUNTIBILITIES

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.

- Supervises the activities of employees and monitors contractors engaged in maintenance and repair of electrical equipment and system within airport facilities and airfield.
- Establishes preventive maintenance programs, procedures and schedules; supervises an equipment safety inspection program and makes periodic inspections to ensure proper maintenance of equipment.
- Reviews contract bids and inspect work performed by contractors to ensure conformance to specifications and contract integrity; brings contract inadequacies to the attention of management, and follows up to ensure correction of contract performance.
- Requisitions and maintains replacement parts and materials in central stock to allow timely completion of assignments.
- Prepares technical specifications for equipment acquisition.
- Provides technical advice and assistance to subordinates; trains personnel in safety procedures and operating standards.
- Assists in the development and management of annual budgets
- Performs employee performance evaluations
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and five years of experience as the supervisor of in the area of facility maintenance and repair.

- Considerable knowledge of the principles, practices, methods, tools, materials and equipment used in the maintenance and repair of one or more, of the following or a combination thereof: buildings and other physical structures, mechanical equipment and systems, vehicular and stationary equipment, or electronic systems.
- Considerable knowledge of codes, rules, regulations and requirements pertaining to area(s) of responsibility.
- Working knowledge of occupational hazards and applicable safety regulations, standards, and equipment.
- Ability to locate, analyze, and diagnose structural deficiency or equipment malfunctions.
- Ability to establish and maintain effective working relationship with subordinates, peers, and others.
- Skill in the application of supervisory techniques.

Department:	Maintenance
Pos. No:	00282
Pay Grade:	NE6 ($22.98 – $43.08) –Non **Exempt**
Last update:	8/2018 Compensation

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Tampa International Airport

Position Title: Electrical Maintenance Supervisor

POSITION OVERVIEW

Performs administrative duties overseeing maintenance and repair personnel engaged in skilled, specialized or technical trades work related to maintenance, repair or construction of buildings, grounds, or roadways, and related systems and equipment to enhance and maintain assets at a prescribed standard.

POSITION ACCOUNTIBILITIES

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.

- Oversees the activities of skilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment.
- Develops, analyzes and updates maintenance policies and procedures to ensure an efficient, effective and safe work environment.
- Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.
- Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches necessary for maintenance personnel to properly perform work assignments.
- Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.
- Requisitions equipment, tools and materials in a timely manner to ensure maintenance and construction schedules are met.
- Assists in developing contract specifications and overseeing the performance of contracts in assigned area to ensure construction and maintenance requirements are satisfied and services are completed in accordance with specifications.
- Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.
- Prepares and maintains manual and computerized reports, records and logs related to the work performed, and materials, equipment and supplies used to provide an audit trail of activities.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's degree in Construction Technology or an Engineering Technology; and
Seven years of work experience in construction, maintenance, or the skilled trades; and including
Two of which must have been in a supervisory capacity.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the rules, regulations and operational requirements of the organization to which assigned.
- Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds and roadways and related systems and equipment.
- Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of record keeping requirements.
- Working knowledge of laws, ordinances, rules, regulations and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of the organization's procurement system.
- Skill in overseeing and performing routine repairs, maintenance or construction of buildings, grounds, or roadways, and related systems and equipment.
- Skill in the use of tools and equipment used in the construction and maintenance of building, grounds, or roadways and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to collect, organize and evaluate data and develop logical conclusions.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams and drawings.
- Ability to plan, organize and oversee the work of others.

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Tampa International Airport

Position Title: *Electrician II*

POSITION OVERVIEW

Performs duties in the installation, alteration, maintenance and repair of commercial and industrial electrical systems, equipment, and fixtures.

POSITION ACCOUNTIBILITIES

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, maintains, alters, and repairs wiring, power appliances, light machinery and electrical circuits.
- Installs, maintains and repairs moderately complex electrical and mechanical equipment.
- Installs electrical fixtures and appliances.
- Locates and corrects power failures and short circuits.
- Performs electrical work on photoelectric cells, time clocks, electrical heaters, air conditioners, motor generator units, air compressors and traffic counters.
- Adjusts and cleans limit switches and warning devices.
- Makes emergency repairs to elevators, generators, and other electrical apparatus, appliances and equipment.
- Acts as a lead worker of subordinate staff.
- Drives a motor vehicle to and from work sites and loads and unloads tools and equipment.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and three years of experience as an electrician; and possession of a valid Driver's License; or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of the principles of electricity.
- Working knowledge of the functions and operations of commercial and industrial electrical equipment.
- Working knowledge of safety requirements.
- Working knowledge of National Electrical Code.
- Working knowledge of the materials and tools used in the maintenance and repair of electrical equipment.
- Working knowledge of electrical industry standards.
- Working knowledge of Cardio Pulmonary Resuscitation (CPR).
- Skill in the use and care of electrical testing, diagnostic and repair equipment.
- Ability to work in confined spaces, on ladders, scaffolding, towers and lift buckets up to a considerable height.
- Ability to lift and carry up to 40 pounds.
- Ability to distinguish differences in wire, cable colors, sizes and types.
- Ability and willingness to be in an on-call status and respond to call outs, working non-standard duty hours and rotating shifts that include nights, weekends and holidays.
- Ability to follow oral and written instruction.
- Ability to follow established procedures.
- Ability to work effectively with others.
- Ability to read and understand electrical diagrams.
- Ability to operate a standard motor vehicle safely.

TPA MISSION STATEMENT

Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE2 ($15.82-$29.66) – Non **Exempt**
Last update:	8/2018 Compensation

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Tampa International Airport

Position Title: Electronics Technician II

POSITION OVERVIEW

Performs duties involving the installation, maintenance, troubleshooting and repair of diversified electronic equipment.

POSITION ACCOUNTIBILITIES

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, modifies, calibrates, tests, maintains, troubleshoots and repairs, at the component level, diversified electronic equipment and associated subassemblies utilized in operations such as voice and data communications, air quality monitoring, water/wastewater plant and pumping station controlling, traffic signal control, TV and video monitoring, and Federal Aviation Administration (FAA) navigation aids.
- Designs, constructs, assembles and rearranges circuits and performs other modifications to operation and test equipment, exhibits and other devices.
- Collects, logs, and records data and readings and prepares reports as needed.
- Monitors the operation of measuring equipment and controls to ensure compliance with regulatory agencies standards and specifications.
- Orders parts and supplies as required.
- Drives vehicles to remote locations to deliver, pickup, install and/or troubleshoot equipment problems.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and

Two years of experience in the installation, maintenance and repair of electronic equipment.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of electronics technology.
- Working knowledge of the function and operation of electronic controlling, measuring, recording, transmitting, testing and diagnostic equipment.
- Some knowledge of the laws and regulations governing operating standards and specifications of the area to which assigned.
- Skill in the use of electronic testing, diagnostic and repair tools and equipment.
- Ability to detect, analyze and repair malfunctions on electronic equipment.
- Ability to read and understand electronic diagrams and schematics.
- Ability to work effectively with others.
- Ability to follow oral and written instructions.

- Ability to operate a standard motor vehicle safely.

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Tampa International Airport

Position Title: Electronics Technician III

POSITION OVERVIEW

The ideal candidate for this position is highly skilled in the installation, troubleshooting and repairing of electronic equipment and low voltage systems typically found in a large industrial facility. Experience working on more than one of the following systems is preferential: Fire alarm systems (Simplex), access controls systems, digital public announcement systems, closed circuit TV (CCTV), analog and digital P25 radio systems, parking and revenue control systems (PARCS). Duties include estimating materials and determining equipment needs to perform tasks; prioritization of work to ensure sensitive issues are addressed first, OJT for junior technicians and supervision of them on larger projects; supervision of contractors and project inspections. This position requires coordination with management, contractors, and Airport Police and Fire Departments. This position may be required to work nights, weekends, and holidays and requires being available to be contacted by work cell phone after hours to coordinate any emergency issues.

POSITION ACCOUNTIBILITIES

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, modifies, calibrates, tests, maintains, troubleshoots and repairs, at the component level, diversified electronic equipment and associated subassemblies utilized in operations such as voice and data communications, TV and video monitoring, analog and digital radio systems, fire alarms and public announcements.
- Surveys sites and monitors equipment operation to ensure compliance with regulatory agencies standards and specifications.
- Schedules assignments, supervises, trains and provides technical guidance to subordinate technicians on systems design and operation, troubleshooting techniques, safety, and standards and specifications set by regulatory agencies.
- Orders parts and services and maintains inventory.
- Modifies testing equipment as needed and sets up equipment for special uses or emergencies.
- Logs and records calibrations, readings and other repair and maintenance data and prepares required reports.
- Performs other related duties as required.
- Works non-standard shift.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and three years of experience in the installation, maintenance and repair of electronic equipment or; an Associate's or higher degree from an accredited college or university with a major in an Electronics Technology field; and two years of experience in the installation, maintenance and repair of electronic equipment or; graduation from high school or possession of a GED Certificate; and successful completion of a training program, of at least one year in length, in an Electronics Technology field from an accredited institution above the high school level; and Two years of experience in the installation, maintenance and repair of electronic equipment.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of the applicable laws and regulations governing licensing and use of equipment.
- Working knowledge of electronics technology.

Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE6 ($22.98-$43.08) –Non **Exempt**
Last update:	8/2018 Compensation

- Working knowledge of the function and operation of electronic controlling, measuring, recording, transmitting, testing, and diagnostic equipment.
- Skill in the use of electronic testing, diagnostic and repair tools and equipment.
- Skill in the application of supervisory techniques.
- Ability to detect, analyze and repair malfunctions on electronic equipment.
- Ability to prioritize work.
- Ability to work effectively with others.
- Ability to plan, organize and evaluate data and to develop logical conclusions.

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Tampa International Airport

Position Title: Equipment Mechanic II

POSITION OVERVIEW

Performs inspections, maintenance and minor and major repairs on automotive, construction, agricultural, 2 cycle and various small engine powered equipment.

POSITION ACCOUNTIBILITIES

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.

- Troubleshoots and determines repairs for various types of vehicles and equipment.
- Makes minor and major repairs to vehicles or equipment including disassembling, replacing and/or overhauling various equipment systems.
- Operates various types of vehicles as required to complete proper maintenance.
- Maintains preventative maintenance program.
- May perform welding, minor body repairs and painting.
- Completes maintenance reports and records.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and

Two years of experience repairing, and maintaining mechanical equipment such as automobiles, trucks or lawn equipment; and

Possession of a valid Driver's License.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of the materials, tools and methods used in the repair, maintenance and servicing of a gasoline and diesel vehicles and equipment such as automobiles, trucks or lawn maintenance equipment.
- Working knowledge in the maintenance of gasoline and diesel engines, powertrains, chassis hydraulic and other equipment related systems.
- Working knowledge in basic equipment electrical systems
- Working knowledge of troubleshooting and diagnostic techniques and methods.
- Working knowledge of parts requirements including ordering and recording.
- Knowledge of auto body repair techniques and methods.
- Skill in locating and correcting defects in mechanical equipment.
- Skill in the use of shop tools.
- Ability to safely operate motorized equipment.
- Ability to read technical manuals and specifications.
- Ability to climb, stoop, kneel, and crouch at ground level.

Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE3 ($17.36-$32.55) – Non **Exempt**
Last update:	8/2018 Compensation

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Tampa International Airport

Position Title: Equipment Mechanic III

POSITION OVERVIEW

Performs duties inspecting, maintaining, troubleshooting and repairing automotive and related equipment and overseeing the work of subordinate mechanics.

POSITION ACCOUNTIBILITIES

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.

- Oversees the maintenance activities of subordinate mechanics and acts as a Lead Worker by scheduling, assigning, and reviewing work, and providing technical assistance.
- Troubleshoots vehicle systems using computer interfaces and generic code scanners to obtain trouble codes from vehicle Engine Control Module (ECM).
- Makes minor and major repairs to vehicles or equipment including disassembling, replacing and/or overhauling mechanical systems.
- May manage the operation of a small repair shop or garage.
- Checks and maintains maintenance reports and records.
- Monitors preventative maintenance and safety program to ensure repair equipment is properly maintained and safety measures are adhered to.
- Makes service calls.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and three years of experience repairing and maintaining mechanical equipment, such as automobiles, trucks or lawn maintenance equipment or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below; and Possession of a valid Driver License.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the materials, tools and methods used in the repair, maintenance and servicing of a variety of vehicles and equipment.
- Considerable knowledge of troubleshooting and diagnostic tools, techniques and methods of repair.
- Working knowledge of parts requirements including ordering and recording.
- Knowledge of the functions, services, procedures and regulations of the department assigned.
- Skill in demonstrating repair procedures to subordinates.
- Skill in the use of shop tools.
- Skill in using various test equipment to troubleshoot vehicle and equipment problems.
- Ability to troubleshoot, maintain and repair various types of vehicles and equipment.
- Ability to operate motorized equipment.
- Ability to plan, organize, and oversee the work of others.
- Ability to document activities and maintain related records and logs.
- Ability and willingness to work in a subtropical climate under adverse weather conditions and high noise level.
- Ability to climb, stoop, kneel, and crouch at ground level.
- Ability to carry up to 75 pounds.
- Ability to safely operate a motor vehicle.

Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE4 ($19.04-$35.72) – Non **Exempt**
Last update:	8/2018 Compensation

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Tampa International Airport

Position Title: Maintenance Repair Leader (Fleet Maintenance)

POSITION OVERVIEW

Performs supervisory duties involving maintenance and repair of airport fleet vehicles and other mechanical airport support equipment. Repairs and maintains assets at a prescribed standard. Provides technical support to junior mechanics on complex problems and prioritizes and completes a large workload with available resources.

POSITION ACCOUNTIBILITIES

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.

- Supervises the activities of skilled and unskilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment by planning, scheduling, assigning and reviewing work, providing training and counseling, and evaluating performance.
- Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.
- Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches as necessary for maintenance personnel to properly perform work assignments.
- Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.
- Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.
- Prepares and maintains manual and computerized reports, records and logs related to the work performed and materials, equipment and supplies used to provide an audit trail of activities.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and
Seven years of work experience in construction, maintenance, or the skilled trades; including
One year of experience in a supervisory capacity.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds or roadways and related systems and equipment.

- Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of record keeping requirements.
- Some knowledge of laws, ordinances, rules, regulations and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Skill in supervising and performing routine repairs, maintenance or construction of buildings, grounds, roadways, and related systems and equipment.
- Skill in the use of tools and equipment used in the construction and maintenance of building, grounds, or roadways and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams and drawings.
- Ability to plan, organize and supervise the work of others.

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Tampa International Airport

Position Title: HVAC Maintenance Leader

POSITION OVERVIEW

Performs supervisory duties involving maintenance, repair, and construction of buildings, grounds, or roadways, and related systems and equipment to enhance and maintain assets at a prescribed standard.

POSITION ACCOUNTIBILITIES

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.

- Supervises the activities of skilled and unskilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment by planning, scheduling, assigning and reviewing work, providing training and counseling, and evaluating performance.
- Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.
- Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches as necessary for maintenance personnel to properly perform work assignments.
- Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.
- Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.
- Prepares and maintains manual and computerized reports, records and logs related to the work performed and materials, equipment and supplies used to provide an audit trail of activities.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and
Seven years of work experience in construction, maintenance, or the skilled trades; including
One year of experience in a supervisory capacity.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds or roadways and related systems and equipment.

Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE4 ($19.04-$35.72) – Non **Exempt**
Last update:	8/2018 Compensation

- Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of record keeping requirements.
- Some knowledge of laws, ordinances, rules, regulations and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Skill in supervising and performing routine repairs, maintenance or construction of buildings, grounds, roadways, and related systems and equipment.
- Skill in the use of tools and equipment used in the construction and maintenance of building, grounds, or roadways and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams and drawings.
- Ability to plan, organize and supervise the work of others.

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Tampa International Airport

Position Title: Landscaping Maintenance Leader

POSITION OVERVIEW

This is a skilled Lead Worker position requiring working knowledge of interior plants, live foliage, greenhouse operations, propagation and managing plant stock. The ideal candidate for this position should have a minimum of three years' experience working in a greenhouse, nursery or interior landscape operation. This position will be required to assign work and lead those individuals working within the Interior Landscape section. Administrative duties include estimating materials and determining operational needs to perform tasks; performing employee training; address employee issues to include coaching and employee support; assist with providing performance evaluation information; and time clock management. The individual is required to have working knowledge of Microsoft Office and Oracle computer software; ability to communicate effectively both verbally and in writing; ability to make decisions and prioritize work; provide outstanding customer service; and the ability to work with Airport tenants in a professional manner.

POSITION ACCOUNTIBILITIES

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.

- Leads workgroup effort in designing, installing and managing interior landscaping to include constant displays throughout the Main Terminal and Airsides.
- Works with other Departments regarding plant arrangements and setups for special events.
- Trains, schedules and provides oversight of employees in interior landscaping practices and greenhouse operations.
- Proactively seeks out floral and plant arrangements that enhance the ambiance of interior spaces at Tampa International Airport.
- Works with the Landscape Maintenance Superintendent to provide annual performance review information and employee issues for those individuals working in interior landscaping.
- Provides ongoing communications with other Authority Departments and Airport Stakeholders and serves as lead coordinator for arranging setup requests.
- Performs related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and three years of experience working in a greenhouse, nursery or interior landscape.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of growing flowers, interior plants, live foliage, and palms.
- Working knowledge of plant identification, problems and insects.
- Working knowledge of Microsoft Office and Oracle computer software.
- Working knowledge of the functions, services and procedures of the Landscape Maintenance Section.
- Some knowledge of the laws and regulations governing insecticide use.
- Ability to work effectively with others.
- Working knowledge of greenhouse operations, propagation and managing plant stock.

- Ability to communicate effectively both orally and in writing.
- Ability to organize information into a logical presentation format.

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Tampa International Airport

Position Title: Maintenance Supervisor (Landscaping)

POSITION OVERVIEW

The ideal candidate for this position has extensive operational experience in parks and grounds landscape work from more than one discipline (maintenance, installation, pest control, sports turf, etc.). Individual will perform landscaping supervisory duties to include inspection of airport property for issues needing attention and planning associated landscaping work. Administrative duties include estimating materials and determining equipment needs to perform tasks; coordinating employee training; supervising personnel to address employee issues to include coaching and employee support; performance evaluations; time clock management; and construction project coordination. Individual should possess ability to use computer software for a variety of tasks, excellent verbal and written communication skills, and strong ability to make decisions and prioritize work for varying work locations.

POSITION ACCOUNTIBILITIES

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.

- Oversees the activities of skilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment.
- Develops, analyzes and updates maintenance policies and procedures to ensure an efficient, effective and safe work environment.
- Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.
- Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches necessary for maintenance personnel to properly perform work assignments.
- Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.
- Requisitions equipment, tools and materials in a timely manner to ensure maintenance and construction schedules are met.
- Assists in developing contract specifications and overseeing the performance of contracts in assigned area to ensure construction and maintenance requirements are satisfied and services are completed in accordance with specifications.
- Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.
- Prepares and maintains manual and computerized reports, records and logs related to the work performed, and materials, equipment and supplies used to provide an audit trail of activities.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's degree in Construction Technology or an Engineering Technology; and
Seven years of work experience in construction, maintenance, or the skilled trades; and including
Two of which must have been in a supervisory capacity.

Department:	Maintenance
Pos. No:	11938
Pay Grade:	NE5 ($20.96 – $39.23) – Non **Exempt**
Last update:	8/2018 Compensation

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the rules, regulations and operational requirements of the organization to which assigned.
- Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds and roadways and related systems and equipment.
- Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of record keeping requirements.
- Working knowledge of laws, ordinances, rules, regulations and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of the organization's procurement system.
- Skill in overseeing and performing routine repairs, maintenance or construction of buildings, grounds, or roadways, and related systems and equipment.
- Skill in the use of tools and equipment used in the construction and maintenance of building, grounds, or roadways and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to collect, organize and evaluate data and develop logical conclusions.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams and drawings.
- Ability to plan, organize and oversee the work of others.

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disability, age, sexual orientation, membership or non-membership in an employee organization, or on the basis of personal favoritism or other non-merit factors.

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Tampa International Airport

Position Title: Maintenance Repair Supervisor, Systems Maint.

POSITION OVERVIEW

The ideal candidate for this position has extensive experience in the operation and maintenance of specialized automated equipment such as conveyors, manufacturing equipment and other electro-mechanical systems. Administrative duties include estimating materials and determining equipment needs to perform tasks; planning and scheduling tasks; coordinating employee training; supervising personnel; coaching and employee support; performance evaluations; time clock management; and construction project coordination. Individual should possess ability to use computer software for a variety of tasks, excellent verbal and written communication skills, and strong ability to make decisions and prioritize work for varying work locations.

POSITION ACCOUNTIBILITIES

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.

- Oversees the activities of skilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment.
- Develops, analyzes and updates maintenance policies and procedures to ensure an efficient, effective and safe work environment.
- Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.
- Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches necessary for maintenance personnel to properly perform work assignments.
- Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.
- Requisitions equipment, tools and materials in a timely manner to ensure maintenance and construction schedules are met.
- Assists in developing contract specifications and overseeing the performance of contracts in assigned area to ensure construction and maintenance requirements are satisfied and services are completed in accordance with specifications.
- Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.
- Prepares and maintains manual and computerized reports, records and logs related to the work performed, and materials, equipment and supplies used to provide an audit trail of activities.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's degree in Construction Technology or an Engineering Technology; and
Seven years of work experience in construction, maintenance, or the skilled trades; and including
Two of which must have been in a supervisory capacity.

Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE5 ($20.96-$39.23) –Non **Exempt**
Last update:	8/2018 Compensation

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the rules, regulations and operational requirements of the organization.
- Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds and roadways and related systems and equipment.
- Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of record keeping requirements.
- Working knowledge of laws, ordinances, rules, regulations and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of the organization's procurement system.
- Skill in overseeing and performing routine repairs, maintenance or construction of buildings, grounds, or roadways, and related systems and equipment.
- Skill in the use of tools and equipment used in the construction and maintenance of building, grounds, or roadways and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to collect, organize and evaluate data and develop logical conclusions.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams and drawings.
- Ability to plan, organize and oversee the work of others.

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application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE5 ($20.96-$39.23) –Non **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Maintenance Supervisor- HVAC

POSITION OVERVIEW

The ideal candidate for this position is highly skilled in the installation, troubleshooting and repairing of industrial HVAC systems typically found in a large industrial facility such as an airport. Experience working on more than one of the following systems is preferential: chiller plant operation, operation and repair of automated building controls system, strong knowledge of mechanical codes, and project inspection. Senior level skills required to carry out duties which include estimating materials and determining equipment needs to perform repairs or installation of new mechanical equipment; prioritization of work to ensure sensitive issues are addressed first, providing OJT for junior technicians and supervision of them on larger projects; supervision of contractors and project inspections. This position requires exceptional customer service skills for interacting with tenants, customers, and in-house employees to resolve their temperature concerns. This person must be flexible and adaptable to changing priorities. This position will be required to work nights, weekends, and holidays and requires being available to be contacted by cell phone after hours to coordinate any emergency issues.

POSITION ACCOUNTABILITIES

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.

- Completes senior level work and/ or supervises skilled and unskilled trades and maintenance personnel engaged in the construction, repair and maintenance of mechanical systems in an industrial facility.
- Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.
- Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches as necessary for maintenance personnel to properly perform work assignments.
- Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.
- Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.
- Prepares and maintains manual and computerized reports, records and logs related to the work performed and materials, equipment and supplies used to provide an audit trail of activities.
- Performs other related duties as required.
- This position requires the ability to work shifts; nights, weekends and holidays.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and
Seven years of work experience in construction, maintenance, or the skilled trades; including
One year of experience in a supervisory capacity.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

Department:	Maintenance
Pos. No:	10871
Pay Grade:	NE4 ($19.04-$35.72) –Non **Exempt**
Last update:	8/2018 Compensation

JOB SPECIFIC COMPETENCIES

- Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds or roadways and related systems and equipment.
- Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of record keeping requirements.
- Some knowledge of laws, ordinances, rules, regulations and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Skill in supervising and performing routine repairs, maintenance or construction of buildings, grounds, roadways, and related systems and equipment.
- Skill in the use of tools and equipment used in the construction and maintenance of building, grounds, or roadways and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams and drawings.
- Ability to plan, organize and supervise the work of others.

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POSITION OVERVIEW

Multi Trades Worker III may be assigned to various sections including Electrical, Airfield, Landscaping, or Building Maintenance and will perform skilled or semi-skilled work involving one or more trades in accordance with their training, certification, experience, and business needs.

POSITION ACCOUNTIBILITIES

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.

- Supervises and/or participates in the erection of small structures and the more complex alteration, repair and maintenance of plumbing, electric, and water systems and/or fixtures, brick, cement, HVAC, and carpentry work.
- May supervise the work of skilled staff by scheduling, assigning and reviewing work, providing training and counseling, and evaluating performance.
- Makes drawings or sketches for repair work.
- Requisitions and maintains replacement parts in central stock to permit completion of repairs.
- Drives a vehicle to and from work sites.
- Assists electricians in installing and repairing electrical wiring, fixtures, and related equipment.
- Assists painters in mixing and matching paints, stains, and painting.
- Assists plumbers in installing, maintaining, and repairing pipes, valves, faucets, sinks, and other plumbing facilities.
- Assists masons in laying brick, cement block, and sidewalks.
- Assists carpenters in repairing chairs, tables, fences, doors, windows, floor, and other articles and fixtures.
- Assists maintenance personnel in the repair and maintenance of buildings.
- Assists HVAC mechanics in the operation, maintenance, and repair of heating, refrigeration, and air conditioning equipment.
- Assists equipment mechanics in the repair and maintenance of gasoline and/or diesel operated vehicles or other related mechanical components.
- Assists with the construction, maintenance, and repair of roads, bridges, ditches, culverts, and associated structures.
- Assists in the repair and maintenance of tools and equipment.
- Assists in the use of gas/electric operated equipment.
- Cleans work sites upon work completion.
- Drives a motor vehicle to and from work sites.
- Performs or supervises landscaping in various disciplines such as nursery work, mowing and maintenance operations, plant and tree installations, landscape pest management, sod growing, and irrigation installation/repair
- Safely operates a variety of common landscaping equipment from hand-held to various mowers and skid steers.
- May supervise the daily activities of a work group or the ability to lead a work group performing landscaping duties.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

- Minimum qualifications may include a high school diploma or GED up to, and including, specialty certifications and licensure commensurate with the semi-skilled or skilled nature of the MTW I, II, or III level and assigned section.
- Must be able to work nonstandard hours

JOB SPECIFIC COMPENTENCIES

Job specific competencies will include the ability to successfully perform all assigned tasks associated with related Position Accountabilities and other related duties as required.

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Tampa International Airport

Position Title: *Multi–Trades Worker II*

POSITION OVERVIEW

Performs skilled work involving two or more trades in the construction, maintenance and repair of buildings, equipment and facilities. Multi Trades Worker II may be assigned to various sections including Electrical, Airfield, Landscaping, or Building Maintenance and will perform skilled or semi-skilled work involving one or more trades in accordance with their training, certification, experience, and business needs.

POSITION ACCOUNTIBILITIES

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.

- Repairs and adjusts plumbing, water lines, electrical wiring and equipment, plastering, furniture, shelves, doors, windows, and machines of various kinds.
- Participates in the erection of small structures and the more complex alteration, repair and maintenance of plumbing, electric, and water systems and/or fixtures, brick, cement, HVAC, and carpentry work.
- Paints interiors and exteriors of buildings.
- Performs electric and acetylene welding, brazing, and fabrication.
- Operates power equipment to include lathes, drill presses, threading machines, air compressors and gas operated saws.
- May supervise assigned laborers and trades helpers in maintenance work.
- May operate medium to heavy motorized equipment.
- Drives a vehicle to and from work sites.
- Cleans work site upon work completion.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from High school / GED; or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below; and possession of a valid Driver's License.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of procedures and techniques used in two or more construction trades.
- Working knowledge of the construction and maintenance of various types of buildings and facilities.
- Some knowledge of safety procedures and safety equipment.
- Skill in the use of hand and electrical/gas operated tools and equipment used in building and construction.
- Ability to read and interpret blueprints and drawings.
- Ability to work effectively with others.
- Ability to prioritize work.
- Ability to plan, organize and supervise the work of others.
- Ability to proof own work and work of others.
- Ability to operate a motor vehicle.
- Ability to work effectively with others.

Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE2 ($32,900-$61,700) –Non **Exempt**
Last update:	3/26/2018 Compensation

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Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE2 ($32,900-$61,700) –Non **Exempt**
Last update:	3/26/2018 Compensation

Tampa International Airport

Position Title: *Multi-Trades Worker I*

POSITION OVERVIEW

Performs semi-skilled work involving two or more trades in the minor construction, maintenance, and repair of buildings, equipment and facilities. Multi Trades Worker I may be assigned to various sections including Electrical, Airfield, Landscaping, or Building Maintenance and will perform skilled or semi-skilled work involving one or more trades in accordance with their training, certification, experience, and business needs.

POSITION ACCOUNTIBILITIES

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.

- Assists electricians in installing and repairing electrical wiring, fixtures, and related equipment.
- Assists painters in mixing and matching paints, stains, and painting.
- Assists plumbers in installing, maintaining, and repairing pipes, valves, faucets, sinks, and other plumbing facilities.
- Assists masons in laying brick, cement block, and sidewalks.
- Assists carpenters in repairing chairs, tables, fences, doors, windows, floor, and other articles and fixtures.
- Assists maintenance personnel in the repair and maintenance of buildings.
- Assists HVAC mechanics in the operation, maintenance, and repair of heating, refrigeration, and air conditioning equipment.
- Assists equipment mechanics in the repair and maintenance of gasoline and/or diesel operated vehicles or other related mechanical components.
- Assists with the construction, maintenance, and repair of roads, bridges, ditches, culverts, and associated structures.
- Assists in the repair and maintenance of tools and equipment.
- Assists in the use of gas/electric operated equipment.
- Cleans work sites upon work completion.
- Drives a motor vehicle to and from work sites.
- Performs related work as required.

MINIMUM QUALIFICATIONS

Graduation from High school / GED; or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below; and possession of a valid Driver's License.

JOB SPECIFIC COMPENTENCIES

- Some knowledge of procedures and techniques used in two or more construction trades.
- Some knowledge of the construction and maintenance of various types of buildings and facilities.
- Some knowledge of safety procedures and safety equipment.
- Skill in the use of hand and electrical tools and equipment used in building and construction.
- Ability to read and interpret blue prints and drawings.

Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE1 ($14.42 – $26.97) – Non **Exempt**
Last update:	8/2018 Compensation

- Ability to operate a motor vehicle.
- Ability to perform a variety of physical tasks.
- Ability to follow oral and written instructions.
- Ability to work effectively with others.

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POSITION OVERVIEW

Performs supervisory duties involving maintenance, repair, and construction of buildings, grounds, or roadways, and related systems and equipment to enhance and maintain assets at a prescribed standard.

POSITION ACCOUNTIBILITIES

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.

- Supervises the activities of skilled and unskilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment by planning, scheduling, assigning and reviewing work, providing training and counseling, and evaluating performance.
- Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.
- Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches as necessary for maintenance personnel to properly perform work assignments.
- Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.
- Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.
- Prepares and maintains manual and computerized reports, records and logs related to the work performed and materials, equipment and supplies used to provide an audit trail of activities.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and seven years of work experience in construction, maintenance, or the skilled trades; including one year of experience in a supervisory capacity or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds or roadways and related systems and equipment.
- Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of record keeping requirements.
- Some knowledge of laws, ordinances, rules, regulations and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.

- Skill in supervising and performing routine repairs, maintenance or construction of buildings, grounds, roadways, and related systems and equipment.
- Skill in the use of tools and equipment used in the construction and maintenance of building, grounds, or roadways and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams and drawings.
- Ability to plan, organize and supervise the work of others.

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POSITION OVERVIEW

Performs administrative duties overseeing maintenance and repair personnel engaged in skilled, specialized or technical trades work related to maintenance, repair or construction of buildings, grounds, or roadways, and related systems and equipment to enhance and maintain assets at a prescribed standard.

POSITION ACCOUNTIBILITIES

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.

- Oversees the activities of skilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment.
- Develops, analyzes and updates maintenance policies and procedures to ensure an efficient, effective and safe work environment.
- Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.
- Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches necessary for maintenance personnel to properly perform work assignments.
- Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.
- Requisitions equipment, tools and materials in a timely manner to ensure maintenance and construction schedules are met.
- Assists in developing contract specifications and overseeing the performance of contracts in assigned area to ensure construction and maintenance requirements are satisfied and services are completed in accordance with specifications.
- Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.
- Prepares and maintains manual and computerized reports, records and logs related to the work performed, and materials, equipment and supplies used to provide an audit trail of activities.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's degree in Construction Technology or an Engineering Technology; and seven years of work experience in construction, maintenance, or the skilled trades; and including two of which must have been in a supervisory capacity or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the rules, regulations and operational requirements of the organization to which assigned.

- Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds and roadways and related systems and equipment.
- Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of record keeping requirements.
- Working knowledge of laws, ordinances, rules, regulations and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of the organization's procurement system.
- Skill in overseeing and performing routine repairs, maintenance or construction of buildings, grounds, or roadways, and related systems and equipment.
- Skill in the use of tools and equipment used in the construction and maintenance of building, grounds, or roadways and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to collect, organize and evaluate data and develop logical conclusions.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams and drawings.
- Ability to plan, organize and oversee the work of others.

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Tampa International Airport

Position Title: QA/QC Maintenance Inspector

POSITION OVERVIEW

The ideal candidate for this position has four to six years of experience in the operation, maintenance, repair, and inspection of airport terminal buildings or campus facilities. Administrative duties include conducting quality assurance inspections of completed work; coordinating and overseeing contractor performance; and project coordination. Individual should possess ability to use computer software for a variety of tasks, excellent verbal and written communication skills, and strong ability to make decisions and prioritize work for varying work locations.

POSITION ACCOUNTIBILITIES

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.*

- Responsible for performing inspections of all HCAA facilities in order to verify job performance of contractors. Facility areas include;
  - Restrooms – cleanliness and condition of fixtures
  - Carpeting and flooring cleanliness and condition
  - Lighting
  - Seating condition
  - Condition of walls
  - Cleanliness of glass
  - Ticket counter areas
  - Curbside
  - Air conditioning
  - Gate lounge areas
  - Elevators and escalators
  - Shuttle stations and Shuttle Car interiors
  - TSA Screening areas
  - Loading Docks, Dumpsters, and Compactor areas
- Develops facility quality inspection reports
- Performs field inspections and quality assurance of building maintenance projects.
- Attends and participates in building maintenance project meetings to keep Project Manager apprised of project progress, status, quality and schedule.
- Identifies and evaluates potential new observed hazards and implements controls as contractor's scope of work changes; ensures work is authorized and released in accordance with approved guidelines
- Documents and reports all work deficiencies to Project Manager.
- Coordinates contractor work schedules on various shifts including providing escort to contractors as needed
- Performs other related duties as required
- Must be able to work weekends, holidays, and shift work when required

MINIMUM QUALIFICATIONS

A high school diploma and four years of work experience in maintenance or operations of a large commercial facility or two (2) years of contracts management experience of a large commercial facility or an equivalent combination of education, training and experience that would reasonably be expected to provide the job specific competencies as noted.

Department:	Maintenance
Pos. No:	15635
Pay Grade:	NE6 ($22.98-$43.08) – **Non Exempt**
Last update:	8/2018 Compensation

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the rules, regulations and operational requirements of the organization.
- Working knowledge of accepted methods, practices and procedures used in the repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of equipment, tools and materials used in the repair and maintenance of buildings, grounds and roadways and related systems and equipment.
- Working knowledge of safety practices and principles related to the repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of record keeping requirements.
- Working knowledge of the organization's procurement system.
- Skill in overseeing and performing routine repairs, maintenance of buildings, grounds, or roadways, and related systems and equipment.
- Skill in the use of tools and equipment used in the maintenance of building, grounds, or roadways and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to collect, organize and evaluate data and develop logical conclusions.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to plan, organize and oversee the work of others.

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Tampa International Airport

Position Title: Refrigeration Air Conditioning Mechanic III

POSITION OVERVIEW

The ideal candidate for this position is highly skilled in the installation, troubleshooting and repairing of industrial HVAC systems typically found in a large industrial facility such as an airport. Experience working on more than one of the following systems is preferential: chiller plant operation, operation and repair of automated building controls system, strong knowledge of mechanical codes, and project inspection. Senior level skills required to carry out duties which include estimating materials and determining equipment needs to perform repairs or installation of new mechanical equipment; prioritization of work to ensure sensitive issues are addressed first, providing OJT for junior technicians and supervision of them on larger projects; supervision of contractors and project inspections. This position requires exceptional customer service skills for interacting with tenants, customers, and in-house employees to resolve their temperature concerns. This person must be flexible and adaptable to changing priorities. This position will be required to work nights, weekends, and holidays and requires being available to be contacted by cell phone after hours to coordinate any emergency issues.

POSITION ACCOUNTIBILITIES

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.

- Installs, troubleshoots and repairs all types of refrigeration, air conditioning and ventilation equipment, such as, central, wall and window air conditioning units; exhaust fans and blowers; walk-in and chest type freezers; ice machines and water coolers.
- Schedules preventative maintenance and repairs.
- Prepares necessary drawings and sketches.
- Requisitions and maintains a supply of replacement parts.
- Operates refrigeration gauge, volt/ohm meter, vacuum pump, recovery systems, welding equipment and other related tools and equipment.
- May assign, supervise and inspect the work of lower level workers.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and three years of experience in the maintenance, repair and installation of refrigeration, air conditioning and ventilation equipment OR; any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of refrigeration, air conditioning and ventilation operating principles.
- Considerable knowledge of safety requirements.
- Considerable knowledge of the electrical aspects of refrigeration, air conditioning and ventilation equipment.
- Skill in the application of supervisory techniques.
- Skill in working with tools.
- Ability to diagnose HVAC equipment using laptop and hand held devices.
- Ability to diagnose and repair boiler equipment.
- Ability to troubleshoot and diagnose refrigeration and air conditioning mechanical and electrical problems.
- Ability to climb ladders.
- Ability to work in high places.

Department:	Maintenance
Pos. No:	00000
Pay Grade:	NE4 ($19.04– $35.72) – **Non Exempt**
Last update:	8/2018 Compensation

- Ability to lift and carry up to 30 pounds.
- Ability to prioritize work.
- Ability to read and understand mechanical and electrical diagrams.
- Ability to work effectively with others.

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Tampa International Airport

Position Title: Refrigeration Air Conditioning Mechanic II

POSITION OVERVIEW

Performs skilled duties installing, maintaining and repairing various types of refrigeration, air conditioning and ventilating systems.

POSITION ACCOUNTIBILITIES

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, maintains and repairs all types of refrigeration, air conditioning and ventilating equipment, such as, central, wall and window air conditioning units; exhaust fans and blowers; walk in and chest type freezers; ice machines and water coolers.
- Troubleshoots mechanical problems and takes appropriate action.
- Schedules preventative maintenance and repairs.
- Prepares drawings and sketches as required. Requisitions and maintains a supply of replacement parts.
- Operates refrigeration gauge, volt/ohm meter, vacuum pump, recovery systems, welding equipment and other related tools and equipment.
- May lead and instruct lower level workers.

MINIMUM QUALIFICATIONS

Completion of the ninth grade; and

Two years of experience in the maintenance, repair and installation of refrigeration, air conditioning and ventilation equipment.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of safety requirements.
- Working knowledge of refrigeration, air conditioning and ventilation equipment operating principles.
- Working knowledge of the electrical aspects of refrigeration and air conditioning units.
- Skill in working with tools.
- Ability to diagnose HVAC equipment using laptop and hand held devices.
- Ability to diagnose and repair boiler equipment.
- Ability to troubleshoot and diagnose mechanical and electrical problems.
- Ability to climb ladders.
- Ability to work in high places.
- Ability to lift and carry up to 30 pounds.
- Ability to follow oral and written instruction.

- Ability to work effectively with others.
- Ability to read and understand mechanical and electrical diagrams.

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Tampa International Airport

Position Title: Refrigeration Air Conditioning Mechanic I

POSITION OVERVIEW

Performs duties assisting higher level mechanics in maintaining and repairing various types of refrigeration, air conditioning and ventilating systems.

POSITION ACCOUNTIBILITIES

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.

- Assists in installing, maintaining and repairing all types of refrigeration, air conditioning and ventilating equipment, such as, central, wall and window air conditioning units; exhaust fans and blowers; walk-in and chest type freezers; ice machines and water coolers.
- Assists in repairing, replacing and checking pressure relief valves.
- Operates refrigeration gauge, volt/ohm meter, vacuum pump, recovery systems, welding equipment and other related tools and equipment.
- Performs related duties as required.

MINIMUM QUALIFICATIONS

Completion of the tenth grade; and

One year of experience assisting in the maintenance and repair of refrigeration, air conditioning and ventilation equipment.

Or

Any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of safety requirements.
- Some knowledge of refrigeration and air conditioning operating principles.
- Some knowledge of the electrical aspects of refrigeration, air conditioning and ventilation systems.
- Skill in working with tools.
- Ability to diagnose HVAC equipment using laptop and hand held devices.
- Ability to diagnose and repair boiler equipment.
- Ability to climb ladders.
- Ability to work in high places.
- Ability to lift and carry up to 30 pounds.
- Ability to read and understand job related material.
- Ability to read and understand basic mechanical and electrical diagrams.
- Ability to follow established procedures.

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POSITION OVERVIEW

Performs supervisory duties involving maintenance, repair, and construction of buildings, grounds, or roadways, and related systems and equipment to enhance and maintain assets at a prescribed standard.

POSITION ACCOUNTIBILITIES

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.

- Supervises the activities of skilled and unskilled trades and maintenance personnel engaged in the construction, repair and maintenance of buildings, grounds, or roadways, and related systems and equipment by planning, scheduling, assigning and reviewing work, providing training and counseling, and evaluating performance.
- Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.
- Plans job layouts, estimates materials, determines equipment and tools, and makes drawings or sketches as necessary for maintenance personnel to properly perform work assignments.
- Determines, schedules and oversees preventive maintenance activities to increase operational effectiveness and extend the lifecycle of assets.
- Answers questions and provides information related to work assignments including resolving problems, handling complaints and providing technical expertise in area of assignment.
- Prepares and maintains manual and computerized reports, records and logs related to the work performed and materials, equipment and supplies used to provide an audit trail of activities.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and
Seven years of work experience in construction, maintenance, or the skilled trades; including
One year of experience in a supervisory capacity.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of accepted methods, practices and procedures used in the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Working knowledge of equipment, tools and materials used in the construction, repair and maintenance of buildings, grounds or roadways and related systems and equipment.
- Working knowledge of safety practices and principles related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.

- Working knowledge of record keeping requirements.
- Some knowledge of laws, ordinances, rules, regulations and standard operating procedures related to the construction, repair and maintenance of buildings, grounds, or roadways and related systems and equipment.
- Skill in supervising and performing routine repairs, maintenance or construction of buildings, grounds, roadways, and related systems and equipment.
- Skill in the use of tools and equipment used in the construction and maintenance of building, grounds, or roadways and related systems and equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to work outside in a sub-tropical climate.
- Ability to stand for extended periods of time, kneel, bend and climb in the performance of duties.
- Ability to work effectively with others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams and drawings.
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Tampa International Airport

Position Title: Work Control Coordinator

POSITION OVERVIEW

The ideal candidate for this position will have at least two years of administrative experience to include world class customer service skills, detailed reporting abilities and proficient data entry skills. Other responsibilities include various complex administrative/clerical duties, under general supervision, supporting the work control process and database management of the Maintenance department. May supervise subordinate administrative/clerical staff.

POSITION ACCOUNTIBILITIES

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.

- Performs database management functions for the Work Order System.
- Performs various complex administrative, clerical, and confidential functions and duties supporting the work control system of the Maintenance department.
- Composes reports which include but not limited to; work order and PM history, trade summary, master employee hour detail reports and employee project hours, for approval or signature of divisional manager or senior divisional manager.
- Schedules, coordinates and prepares meetings, meeting materials/handouts, appointments and conferences for divisional manager or senior divisional manager.
- Accesses and secures restricted, sensitive and confidential records or information.
- Researches and responds to requests for information and assistance, and determines priority status and refers to divisional manager or senior divisional manager, or other professional staff, as needed.
- Plans, organizes and coordinates division wide activities required by divisional manager or senior divisional manager, and other professional staff.
- Provides training to work control program users and maintains user manuals.
- Provides guidance and training, and review the work of others to ensure accuracy, completion and timeliness of work control processes; may supervise lower level administrative/clerical staff.
- May take department meeting minutes for divisional manager or senior divisional manager.
- Performs all administrative functions of the Work Control computer program.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's degree in Office Administration; and Two years of administrative/clerical experience o**r a**n equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of procedures, policies, and rules of the Maintenance department Knowledge of processing administrative and clerical procedures, such as word processing, files and records maintenance, and other related procedures.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Skill to carry out complex administrative, clerical and confidential duties to assist the division manager, senior division manager, or other professional staff.
- Skill in the use of computers, computer related software or programs, local networks, databases and internet search engines.
- Skill in communication and effective writing.

Department:	Maintenance
Pos. No:	00022
Pay Grade:	NE3 ($17.36 – $32.55) **Non-Exempt**
Last update:	8/2018 Compensation

- Skill in working with databases and generating reports
- Ability to lead the work control section of the department by performing all administrative and routine functions of the work control computer system; which include but not limited to: data entry proficiency, update and maintain database, enhancements, search information for reports, identify errors and troubleshoot and reconciliation.
- Ability to handle restricted, sensitive and confidential information.
- Ability to provide outstanding customer service and serve the public and represent the Authority with courtesy and professionalism.
- Ability to effectively lead or supervise lower-level administrative/clerical staff.

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Tampa International Airport

Position Title: Airfield Maintenance Superintendent

POSITION OVERVIEW

Performs supervisory and technical duties planning and directing the maintenance and repair of internal and external structures and facilities, or operating, maintaining and repairing mechanical and electronic equipment.

POSITION ACCOUNTIBILITIES

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.

- Supervises the activities of employees and monitors contractors engaged in building maintenance and repair; installation, inspection, maintenance, and repair of air conditioning, heating, refrigeration systems, mechanical equipment, specialized equipment, pavements, outside structures, or major electronic systems.
- Establishes preventive maintenance programs, procedures and schedules; supervises an equipment safety inspection program and makes periodic inspections to ensure proper maintenance of equipment.
- Reviews contract bids and inspect work performed by contractors to ensure conformance to specifications and contract integrity; brings contract inadequacies to the attention of management, and follows up to ensure correction of contract performance.
- Requisitions and maintains replacement parts and materials in central stock to allow timely completion of assignments.
- Prepares technical specifications for equipment acquisition.
- Provides technical advice and assistance to subordinates; trains personnel in safety procedures and operating standards.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and three years of experience as the supervisor of either a construction work crew or in the area of facility maintenance and repair.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the principles, practices, methods, tools, materials and equipment used in the maintenance and repair of one or more, of the following or a combination thereof: buildings and other physical structures, mechanical equipment and systems, vehicular and stationary equipment, or electronic systems.
- Considerable knowledge of codes, rules, regulations and requirements pertaining to area(s) of responsibility.
- Working knowledge of occupational hazards and applicable safety regulations, standards, and equipment.
- Ability to locate, analyze, and diagnose structural deficiency or equipment malfunctions.
- Ability to establish and maintain effective working relationship with subordinates, peers, and others.
- Skill in the application of supervisory techniques.

Department:	Maintenance
Pos. No:	00098
Pay Grade:	E1 ($48,200-$100,200) – **Exempt**
Last update:	8/2018 Compensation

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POSITION OVERVIEW

This position will manage department functions in support of the Senior Manager of Maintenance – Automated Systems including technical participation on complex, large scale, capital projects; management of small to medium sized capital or maintenance refurbishment projects; assistance in managing budgets; trades training and assistance with the management of personnel in the trades groups that comprise the Automated Systems Division.

POSITION ACCOUNTIBILITIES

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.

- Performs project management work by managing, coordinating and implementing small and medium sized projects. Participates in the development of the scope of work.
- Provides highly technical support on large scale capital projects throughout all phases including: design planning and review, construction inspection and management, project close out.
- Prepares contract drafts, requests for proposal and other related documents for review. Creates project schedules and controls resources to ensure timely completion of project.
- Interprets, explains and ensures compliance with Authority Construction Program requirements, regulations and procedures.
- Prepares and/or monitors project and O&M budgets, monitors status of allocated funds and controls expenses.
- Coordinates with other Maintenance Dept. divisions, organizational departments, consultants and contractors to ensure efficient flow of communications and services.
- Reviews and acts on project management, administrative, and operational problems.
- Assists with the management and activity planning of multiple trades divisions in achieving established organizational goals and objectives; coordinating functions; assignment, monitoring and reviewing work.
- Develop spreadsheets or reports to support sustainability initiatives.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year degree granting college or university; and four years of personnel management and construction project experience directly related to the position duties or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of project and personnel management theory, techniques and tools.
- Knowledge of building functions and mechanical systems related to large commercial facilities.
- Ability to effectively coordinate resources in the successful completion of projects.
- Ability to analyze, organize and prioritize work while meeting multiple deadlines.
- Ability to use Microsoft Excel spreadsheets to collect, organize and analyze data. Must have familiarity with Microsoft Office suite including Word, Outlook, and PowerPoint.
- Ability to establish and maintain constructive and cooperative interpersonal relationships with staff, peers, management and local stakeholder groups to accomplish department's mission.
- Ability to analyze data and make correct inferences or draw accurate conclusions.
- Skill in developing tracking systems to monitor work progress.
- Ability to work collaboratively with other departments on common objectives.
- Ability to communicate effectively to personnel with varying degrees of technical understanding. Must be able to communicate orally and through the technical writing of reports and email.

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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.

Tampa International Airport

Position Title: Assistant Division Manager, Buildings and Grounds

POSITION OVERVIEW

This position will manage department functions in support of the Senior Manager of Maintenance – Buildings and Grounds, including technical participation on complex, large scale, capital projects; management of small to medium sized capital or maintenance refurbishment projects; assistance managing budgets; and assistance with the management of personnel in the trades groups that comprise the Buildings and Grounds Division.

POSITION ACCOUNTIBILITIES

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.

- Performs project management work by managing, coordinating and implementing small and medium sized projects. Participates in the development of the scope of work.
- Provides highly technical support on large scale capital projects throughout all phases including: design planning and review, construction inspection and management, project close out.
- Prepares contract drafts, requests for proposal and other related documents for review. Creates project schedules and controls resources to ensure timely completion of project.
- Interprets, explains and ensures compliance with Authority Construction Program requirements, regulations and procedures.
- Prepares and/or monitors project and O&M budgets, monitors status of allocated funds and controls expenses.
- Coordinates with other Maintenance Dept. divisions, organizational departments, consultants and contractors to ensure efficient flow of communications and services.
- Reviews and acts on project management, administrative, and operational problems.
- Assists with the management and activity planning of multiple trades divisions in achieving established organizational goals and objectives; coordinating functions; assignment, monitoring and reviewing work.
- Develop spreadsheets or reports to support sustainability initiatives.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and four years of personnel management and construction project experience directly related to the position duties or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of project and personnel management theory, techniques and tools.
- Knowledge of building functions and mechanical systems related to large commercial facilities.
- Ability to effectively coordinate resources in the successful completion of projects.
- Ability to analyze, organize and prioritize work while meeting multiple deadlines.
- Ability to use Microsoft Excel spreadsheets to collect, organize and analyze data. Must have familiarity with Microsoft Office suite including Word, Outlook, and PowerPoint.

Department:	Maintenance
Pos. No:	TBD
Pay Grade:	E3 ($65,500 – $136,200) – **Exempt**
Last update:	10/01/20 Compensation

- Ability to establish and maintain constructive and cooperative interpersonal relationships with staff, peers, management and local stakeholder groups to accomplish department's mission.
- Ability to analyze data and make correct inferences or draw accurate conclusions.
- Skill in developing tracking systems to monitor work progress.
- Ability to work collaboratively with other departments on common objectives.
- Ability to communicate effectively to personnel with varying degrees of technical understanding. Must be able to communicate orally and through the technical writing of reports and email.

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Tampa International Airport

Position Title: Building Maintenance Superintendent

POSITION OVERVIEW

The ideal candidate for this position has extensive supervisory experience in building maintenance and repair of a large public facility (airport, hotel, theme park, sports stadium, office building, hospitals and universities). Supervisory and administrative duties include estimating materials and determining equipment needs to perform tasks; coordinating employee training; supervising personnel to address employee issues to include coaching and employee support; performance evaluations; time clock management; and construction project coordination. Candidates should possess the ability to use computer software for a variety of tasks, have excellent verbal and written communication skills, and the ability to make decisions and prioritize work for varying work locations.

POSITION ACCOUNTIBILITIES

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.

- Supervises the activities of employees and monitors contractors engaged in building maintenance and repair of large commercial facilities; installation, inspection, maintenance, and repair of plumbing systems, flooring, carpentry, specialized equipment, outside structures, or roofing systems.
- Establishes preventive maintenance programs, procedures and schedules; supervises an equipment safety inspection program and makes periodic inspections to ensure proper maintenance of equipment.
- Reviews contract bids and inspect work performed by contractors to ensure conformance to specifications and contract integrity; brings contract inadequacies to the attention of management, and follows up to ensure correction of contract performance.
- Requisitions and maintains replacement parts and materials in central stock to allow timely completion of assignments.
- Prepares technical specifications for equipment acquisition and repair projects.
- Provides technical advice and assistance to subordinates; trains personnel in safety procedures and operating standards.
- Creates and manages budgets and administers employees performance evaluations
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and three years of experience as the supervisor of either a construction work crew or in the area of facility maintenance and repair.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the principles, practices, methods, tools, materials and equipment used in the maintenance and repair of buildings and other physical structures and plumbing systems.
- Considerable knowledge of codes, rules, regulations and requirements pertaining to area(s) of responsibility.
- Working knowledge of occupational hazards and applicable safety regulations, standards, and equipment.
- Ability to locate, analyze, and diagnose structural deficiency or equipment malfunctions.

- Ability to establish and maintain effective working relationship with subordinates, peers, and others.
- Skill in the application of supervisory techniques.

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POSITION OVERVIEW

Reporting to the Vice President of Facilities and Customer Service, this position is responsible for ensuring that all facilities, systems and equipment are maintained in accordance with industry standards and to meet or exceed customer expectations for safety, aesthetics, convenience, reliability and value.

The facilities involved are all terminal buildings and other Authority-owned buildings, roadways and grounds, airfield pavements and grounds, and parking structures. Maintenance of these facilities includes aesthetic components, structural components, and roofs. The systems and equipment-related components consist of mechanical/electrical/plumbing systems, people mover and conveyance systems, baggage handling systems, aircraft boarding bridges, electronic visual displays, security/access control, fire detection and protection, and all Authority-owned vehicles, including heavy equipment.

Maintenance is accomplished with a combination of in-house personnel and specialty outsourced contracts. The largest outsourced labor contract is for janitorial services which are provided in all public areas and in airline exclusive use spaces in all terminals. In-house personnel are separated into major functional areas consisting of administrative/work control, multi-trades workers, technical/systems personnel, and outsource resource managers. In addition to the maintenance-related functions above, the position is responsible for the administration of the Authority's tenant work permit program (TWP) and key control functions. The TWP program ensures that all tenant work is performed according to applicable codes and standards, and with appropriate insurance and bonding in place. The key control function ensures that a proper key hierarchy is established and maintained for all Authority controlled spaces.

The position ensures the development and implementation all staffing plans; outsource contracting, and management programs that may be required. Accordingly, the position is responsible for ensuring that all operating and maintenance resource requirements, including water and electric utility services, are properly budgeted and monitored.

The Director of Maintenance is part of the senior management staff and is responsible for recommending and developing: policies and procedures, project management plans, goals and objectives, and business plans. Specifically, this position is responsible for ensuring that all major decisions take into consideration the following as may be appropriate: human resource issues, life cycle costs, asset replacement and refurbishment, utility costs and natural resource management, O&M costs, safety and reliability, maintainability, and customer service. The Director of Maintenance also a member of the development committee which directs the capital program of the Authority.

POSITION ACCOUNTIBILITIES

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.

1. Responsible for the department's budgets for operations and maintenance, equipment and capital projects
2. Responsible for ensuring that all necessary specialty maintenance service contracts are established, procured and maintained
3. Responsible for overall management of maintenance activities to ensure safety, reliability and high level of customer satisfaction
4. Responsible for the development of departmental goals and objectives

5. Responsible for ensuring that all necessary projects to replace facilities/equipment/systems are identified on the business plan
6. Responsible for ensuring that management processes are in place to properly administer the Authority's tenant work permit program and key control functions
7. Responsible for ensuring that an organizational structure is in place which will fulfill the department's mission in the organization and provide maximum opportunities for employee development and advancement
8. Responsible for ensuring a cost effective operation

Reporting directly to the Director of Maintenance are:

Different levels of Project and General Managers, who are responsible for the various sections of maintenance: clerical, contracts, fuel, airfield maintenance, landscaping, fleet, building maintenance, projects, airport systems, and plant (HVAC, electrical, electronics).

MINIMUM QUALIFICATIONS

A Bachelor's degree from an accredited college or university, preferably in engineering, with six years of progressive experience managing a maintenance operation of similar complexity and budget responsibility. Significant high-level management experience at an airport of comparable size may be substituted for some of the educational requirements. Knowledge and experience in all aspects of maintenance, including budget management, is essential. Experience with a large maintenance operation that includes utilization of in-house and outsourced resources is necessary. Familiarity with all aspects of airport operations is desired.

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Tampa International Airport

Position Title: Fleet Maintenance Superintendent

POSITION OVERVIEW

Performs supervisory and technical duties planning and directing the maintenance and repair of internal and external structures and facilities, or operating, maintaining and repairing mechanical and electronic equipment.

POSITION ACCOUNTIBILITIES

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.

- Supervises the activities of employees and monitors contractors engaged in building maintenance and repair; installation, inspection, maintenance, and repair of air conditioning, heating, refrigeration systems, mechanical equipment, specialized equipment, pavements, outside structures, or major electronic systems.
- Establishes preventive maintenance programs, procedures and schedules; supervises an equipment safety inspection program and makes periodic inspections to ensure proper maintenance of equipment.
- Reviews contract bids and inspect work performed by contractors to ensure conformance to specifications and contract integrity; brings contract inadequacies to the attention of management, and follows up to ensure correction of contract performance.
- Requisitions and maintains replacement parts and materials in central stock to allow timely completion of assignments.
- Prepares technical specifications for equipment acquisition.
- Provides technical advice and assistance to subordinates; trains personnel in safety procedures and operating standards.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and three years of experience as the supervisor of either a construction work crew or in the area of facility maintenance and repair.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the principles, practices, methods, tools, materials and equipment used in the maintenance and repair of one or more, of the following or a combination thereof: buildings and other physical structures, mechanical equipment and systems, vehicular and stationary equipment, or electronic systems.
- Considerable knowledge of codes, rules, regulations and requirements pertaining to area(s) of responsibility.
- Working knowledge of occupational hazards and applicable safety regulations, standards, and equipment.
- Ability to locate, analyze, and diagnose structural deficiency or equipment malfunctions.
- Ability to establish and maintain effective working relationship with subordinates, peers, and others.
- Skill in the application of supervisory techniques.

Department:	Maintenance
Pos. No:	12780
Pay Grade:	E1 ($48,200 – $100,200) – **Exempt**
Last update:	8/2018 Compensation

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Tampa International Airport

Position Title: *Landscape Maintenance Superintendent*

POSITION OVERVIEW

Performs supervisory and technical duties planning and directing the maintenance and repair of internal and external Landscaping at Tampa International Airport. The ideal candidate for this position has extensive operational experience in parks and grounds landscape work from more than one discipline (maintenance, installation, pest control, sports turf). Administrative duties include estimating materials and determining equipment needs to perform tasks; coordinating employee training; supervising personnel to address employee issues to include coaching and employee support; performance evaluations; time clock management; and construction project coordination. Individual should possess ability to use computer software for a variety of tasks, have excellent verbal and written communication skills, and ability to make decisions and prioritize work for varying work locations.

POSITION ACCOUNTIBILITIES

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.*

- Monitors, prioritizes, participates in, and inspects work activities to ensure compliance with plans, specifications, codes, standards, regulations, operating instructions and safety standards and to ensure operational efficiency and a safe working environment.
- Supervises the activities of employees and monitors contractors engaged in maintenance and repair of landscaping operations within airport facilities.
- Requisitions and maintains replacement parts and materials to allow timely completion of assignments.
- Assists in developing contractor specifications and overseeing the performance of contractors in assigned areas to ensure construction and maintenance requirements are satisfied and services are completed in accordance with specifications.
- Prepares technical specifications for equipment acquisition.
- Assists in the development and management of annual budgets.
- Performs employee performance evaluations.
- Provides technical advice and assistance to subordinates; trains personnel in safety procedures and operating standards.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and five years of experience as the supervisor in the area of parks and grounds landscape work from more than one discipline (maintenance, installation, pest control, sports turf).

Department:	Maintenance
Pos. No:	12102
Pay Grade:	E1 ($48,200 – $100,200) – **Exempt**
Last update:	11/22/2017

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the principles, practices, methods, tools, materials and equipment used in the maintenance and repair of parks and grounds landscape work.
- Considerable knowledge of codes, rules, regulations and requirements pertaining to area(s) of responsibility.
- Working knowledge of occupational hazards and applicable safety regulations, standards, and equipment.
- Working knowledge of laws, ordinances, rules, regulations and standard operating procedures related to the construction, repair and maintenance of parks and grounds landscape work and equipment.
- Skill in the application of supervisory techniques.
- Ability to communicate effectively both orally and in writing.
- Ability to establish and maintain effective working relationship with subordinates, peers, and others.
- Ability to use a computer and related software.
- Ability to read and interpret construction plans, specifications, blueprints, diagrams and drawings.

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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.

Tampa International Airport

Position Title: Maintenance Manager, Contracts

POSITION OVERVIEW

Performs management oversight for all Automated People Mover (APM) systems Operations and Maintenance (O&M) contracts at Tampa International Airport (TPA), including the System Safety Program Plan (SSPP) oversight compliance, preparation and submission of annual Florida Department of Transportation (FDOT) safety reports, updates, and supervision of support staff.

POSITION ACCOUNTIBILITIES

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.

- Manage and oversee Automated People Mover (APM) O&M contracts valued at approximately $7,000,000 per year.
- Prepare the Hillsborough County Aviation Authority (Authority) for new Federal Transit Administration (FTA) regulations and compliance.
- This position will be the liaison between the Authority and FDOT and will prepare all formal communications to FDOT on behalf of the Authority.
- Conduct and oversee all internal safety audits per FDOT and System Safety Oversight policies.
- Develop and submit Corrective Action Plans (CAPS) to FDOT as required.
- Update SSPP document as needed.
- Co-chair the System Safety Committee for the Authority and act as Chair as needed.
- Coordinate annual mock drills as required by FDOT.
- Coordinate all required external safety inspections.
- Respond to accidents, conduct accident investigations, and submit required communications to FDOT, NTSB, and/or OSHA as outlined in SSPP.
- Ensure that the APM systems are in compliance with the Authority SSPP document and FDOT regulations.
- Review pay request and performance reports
- Review of contract documents and perform vendor quality assurance inspections to ensure compliance
- Monitor Automatic Transit System (ATS) operation
- Evaluate and approve extra work requests
- This position may also supervise and direct support staff.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Four-year college/university degree and at least three years of contract management experience. Oversight of APM systems or transit rail vehicles, SSPP and safety programs highly preferred. An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below will also be taken into consideration.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of design, operation and maintenance criteria for computer-controlled airport APM systems and maintenance facilities.
- Knowledge of Safety Management Systems and SSPP for APM or Rail Transit Vehicles.

- Working knowledge of electrical and mechanical engineering principles and practices.
- Working knowledge of airport and APM/transit systems terminology and operating philosophy.
- Ability to use a computer, email, internet, and Microsoft office applications.
- Ability to read, review, and interpret technical reports, contracts, specifications, and plans.
- Ability to draft accurate and professionally-finished reports.
- Ability to supervise people
- Experience in contract documents and managing contractors.
- Ability to identify discrepancies between construction specification drawings and work performed.
- Ability to communicate effectively both orally and in writing.
- Ability to work effectively with others.
- Knowledgeable in all aspects of FDOT SSPP preparation, internal safety audits, Safety Management System, and development of FDOT annual safety reports preferred.

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POSITION OVERVIEW

Reporting to the Director of Maintenance this position will perform high-level managerial duties in support of the department's QA/QC program and maintenance contracts that have significant visibility and impact to the Aviation Authority. Also assists division senior managers in tracking performance of maintenance activities, personnel and budget management, and development and administration of training programs for personnel development and compliance. May provide department representation in capital projects attending design and construction meetings and coordinating construction activities to minimize facility impacts.

POSITION ACCOUNTIBILITIES

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- Performs management duties pertaining to the department's QA/QC program.
- Assists division senior managers in personnel management including performance assessments and corrective action.
- Performs maintenance contract management work by managing, coordinating and monitoring contractor performance on assigned contracts.
- Establishes administrative procedures and guidelines to ensure effective contract management outcomes.
- Works closely with the Procurement department as subject matter expert on the procurement of maintenance supplies, services and contracts.
- Prepares contract work scope drafts, bid schedules, pay applications and other related documents for review.
- Develops and administers training programs for personnel development.
- Prepares and/or monitors division budgets, monitors status of allocated funds and controls expenses.
- Actively serves as department representative on capital projects to ensure Maintenance requirements are met and work is coordinated with minimal impact to airport operations.
- Creates and coordinates work schedules and controls resources to ensure timely completion of work.
- Coordinates with other divisions and departments to ensure efficient flow of communications and services.
- Reviews and proactively acts on operational problems.
- Interprets, explains and ensures compliance with program requirements, regulations and procedures, and provides consultation to customers on matters relating to functional area.
- Assesses staffing needs and identifies shortfalls; interviews, recruits and hires new staff.
- Performs supervisory duties including performance evaluation and scheduling of subordinate personnel
- Assists other department managers and supervisors as needed
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and four years of maintenance contract management experience directly related to the position duties or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the functions, services, activities, requirements and objectives of the specific functional area to which assigned.
- Knowledge of federal, state and local regulations pertaining to assigned functional area.
- Knowledge of contract management principles, practices and objectives.

- Ability to establish and maintain constructive and cooperative interpersonal relationships with staff, peers, management and local stakeholder groups to accomplish department's mission.
- Ability to communicate effectively both orally and in writing in order to present information and prepare a variety of reports.
- Ability to identify relationships that explain facts, data or other information, and make correct inferences or draw accurate conclusions.
- Ability to effectively coordinate resources and manage these resources to a successful outcome.
- Ability to establish and maintain effective working relations with others within and outside own organization.
- Ability to collect, organize and analyze data and develop logical conclusions.
- Ability to effectively utilize Microsoft Office and Oracle programs.
- Skill in applying existing guidelines and in creating new approaches to develop and modify work plans, methods and procedures for the work unit or function.
- Skill in developing tracking systems to monitor work progress.

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MAINTENANCE PROCESS	Number: MP662.01 Effective: 09/30/2019 Revised:
SUBJECT: Qualified Maintenance Personnel Program	Page: 1 of 2

PURPOSE: To establish an in-house Maintenance Training Program for the existing trade sections within the Maintenance Department.

DEFINITION OF TERMS:

- **Qualified Maintenance Personnel –** all maintenance trade employees who have successfully completed the Maintenance Department's Qualified Maintenance Program for the appropriate section; Systems Maintenance, Building Maintenance, and Plant.

- **Maintenance Trainee –** a maintenance employee who is minimally qualified for the requirements of an existing Authority Maintenance entry level position.

  Ex: Automated Device Mechanic Trainee – an existing MTW employee who has completed the QMP entry level program as specified in the QMP Program. An external candidate who possess minimal experience and has completed an approved trade school curriculum.

PROCESS:

A. Automated Device Mechanics – Trainee (NE3 pay grade bottom of scale) for minimally qualified candidates from the following pool:

- **Systems Operations MTW** employees who have completed approved basic QMP entry level courses as outlined in the QMP program will be eligible to interview for ADM vacancies **(these are educational courses in Electrical and Motor Controls).**

- Minimally qualified external candidates with experience and/or electrical motor control trade school diplomas. This group of candidates must also complete the on-line QMP program within their probationary period as a condition of employment.

B. Automated Devices (NE 4 pay grade bottom of scale)

Promoted MTWs and/or external entry level ADMs must complete the entire on-line courses as specified in the QMP Program. Upon completion of the on-line courses, these candidates will have a salary increase, as outlined in the QMP Program, and will be eligible to continue with the remaining portion of the QMP program. Upon successful completion of the QMP program, the employee will receive a salary increase based on the level of proficiency.

C. Senior Automated Device Mechanics (New NE4 salary band)

All permanent Automated Device Mechanics will be eligible to enroll in the full Qualified Maintenance Personnel Program which includes completion of all on-lines courses, completion of the practical on-the job training portion, and passing of a final examination to validate that all required disciplines have been mastered by the employee. Upon successful completion of this program, the employees will be issued a certificate of completion from HCAA and have a salary increase adjustment as determined by the Director of Maintenance.

APPROVED: Paul Ridgeway DATE: _____

MAINTENANCE PROCESS	Number: MP662.01 Effective: 09/30/2019 Revised:
SUBJECT: Qualified Maintenance Personnel Program	Page: 3 of 2

Tampa International Airport

Position Title: Maintenance/P&D Administrative Manager

POSITION OVERVIEW

Performs operational managerial duties for a mid-size functional unit/section which provides routine programs and services in an agency or department with responsibility for planning, coordinating and supervising assigned clerical, administrative support, technical and/or maintenance employees. Distinctions between class levels in the General Manager series are based on the size, scope and impact of the organizational unit managed within the agency/department, the nature and number of functions managed, the level of supervision exercised, the nature of positions supervised, the direct budgetary responsibility, and the complexity and scope of assigned job duties and responsibilities.

POSITION ACCOUNTIBILITIES

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.

- Manages the day-to-day operations of a medium sized unit/section, and coordinates and administers assigned programs and resources.
- Directs the allocation of resources to achieve timely outcomes and meet goals.
- Supervises and provides guidance and training to assigned administrative, clerical, technical and/or maintenance staff; assigns, monitors and reviews work; evaluates performance and initiates corrective action as needed, including termination.
- Reviews and acts on administrative and operational problems.
- Develops work standards and guidelines for assigned unit/section; implements goals, objectives, policies and procedures for assigned unit/section.
- Clarifies and resolves day-to-day issues regarding organizational policies, practices, programs and projects.
- Assesses staffing needs and identifies shortfalls; interviews, recruits and hires new staff.
- Monitors status of allocated funds and controls expenses.
- Coordinates with other units/sections within own organization and external agencies/departments to ensure efficient flow of communications and services.
- May represents the agency/department/division at meetings, functions, and events.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's Degree from an accredited college or university; and
Five years of experience directly related to the position duties, two of which must have been in a supervisory capacity.

Or

Graduation from high school or possession of a GED Certificate; and
Six years of experience directly related to the position duties, three of which must have been in a supervisory capacity.

Department:	Maintenance
Pos. No:	00064
Pay Grade:	E2 ($56,200 – $116,800) – **Exempt**
Last update:	8/2018 Compensation

JOB SPECIFIC COMPENTENCIES

- Specialized technical knowledge of a specific operational area, and the ability to perform and/or supervise specialized work in that area.
- Knowledge of federal, state and local regulations pertaining to assigned functional area.
- Skill in the application of supervisory techniques.
- Ability to communicate effectively, orally and in writing.
- Ability to establish and maintain effective working relationships with others within and outside own organization.
- Ability to use initiative and exercise sound judgment.
- Ability to initiate and sustain action to accomplish goals of the functional area.
- Ability to remain calm and provide guidance to subordinate staff in crisis situations.
- Ability to organize work, set priorities, and determine resource requirements.

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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.

Tampa International Airport

Position Title: Multi–Trades Worker II (Airfield)

POSITION OVERVIEW

This is a skilled Airfield Maintenance position which is part of the team that is responsible for the maintenance and FAA FAR PART 139 compliance of approximately 1.5 million square feet of airfield paint markings, pavement condition indexing, field conditioning and security requirements. These include but are not limited to work associated with trash and liter routes, sweeper routes, asphalt and concrete spall repairs, fence repairs, large and small tractor mowing, chemical application, FDOT bridge repairs and signage installation and repairs at Tampa International Airport. The ideal candidate should have both heavy and light equipment operation experience, be familiar with Tampa International Airport, FAA Advisory Circulars and Airport Operations. This position may be required to work nights, weekends, and holidays. Additionally, this position must be able to lift up to 75 pounds. CITE Pavement Marking Training and Green Industries Best Management practices and Maintenance of Traffic experience is beneficial but not required.

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.

- Repairs and adjusts plumbing, water lines, electrical wiring and equipment, plastering, furniture, shelves, doors, windows, and machines of various kinds.
- Participates in the erection of small structures and the more complex alteration, repair and maintenance of plumbing, electric, and water systems and/or fixtures, brick, cement, HVAC, and carpentry work.
- Paints interiors and exteriors of buildings.
- Performs electric and acetylene welding, brazing, and fabrication.
- Operates power equipment to include lathes, drill presses, threading machines, air compressors and gas operated saws.
- May supervise assigned laborers and trades helpers in maintenance work.
- May operate medium to heavy motorized equipment.
- Drives a vehicle to and from work sites.
- Cleans work site upon work completion.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from High school / GED; or
An equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below; and
Possession of a valid Driver's License.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of procedures and techniques used in two or more construction trades.
- Working knowledge of the construction and maintenance of various types of buildings and facilities.
- Some knowledge of safety procedures and safety equipment.
- Skill in the use of hand and electrical/gas operated tools and equipment used in building and construction.

- Ability to read and interpret blueprints and drawings.
- Ability to work effectively with others.
- Ability to prioritize work.
- Ability to plan, organize and supervise the work of others.
- Ability to proof own work and work of others.
- Ability to operate a motor vehicle.
- Ability to work effectively with others.

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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.

Tampa International Airport

Position Title: Projects Maintenance Superintendent

POSITION OVERVIEW

Performs supervisory and technical duties planning and directing the maintenance and repair of internal and external structures and facilities, or operating, maintaining and repairing mechanical and electronic equipment.

POSITION ACCOUNTIBILITIES

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.

- Supervises the activities of employees and monitors contractors engaged in building maintenance and repair; installation, inspection, maintenance, and repair of air conditioning, heating, refrigeration systems, mechanical equipment, specialized equipment, pavements, outside structures, or major electronic systems.
- Establishes preventive maintenance programs, procedures and schedules; supervises an equipment safety inspection program and makes periodic inspections to ensure proper maintenance of equipment.
- Reviews contract bids and inspect work performed by contractors to ensure conformance to specifications and contract integrity; brings contract inadequacies to the attention of management, and follows up to ensure correction of contract performance.
- Requisitions and maintains replacement parts and materials in central stock to allow timely completion of assignments.
- Prepares technical specifications for equipment acquisition.
- Provides technical advice and assistance to subordinates; trains personnel in safety procedures and operating standards.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and three years of experience as the supervisor of either a construction work crew or in the area of facility maintenance and repair.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the principles, practices, methods, tools, materials and equipment used in the maintenance and repair of one or more, of the following or a combination thereof: buildings and other physical structures, mechanical equipment and systems, vehicular and stationary equipment, or electronic systems.
- Considerable knowledge of codes, rules, regulations and requirements pertaining to area(s) of responsibility.
- Working knowledge of occupational hazards and applicable safety regulations, standards, and equipment.
- Ability to locate, analyze, and diagnose structural deficiency or equipment malfunctions.
- Ability to establish and maintain effective working relationship with subordinates, peers, and others.
- Skill in the application of supervisory techniques.

Department:	Maintenance
Pos. No:	10872
Pay Grade:	E1 ($48,200 – $100,200) – **Exempt**
Last update:	8/2018 Compensation

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Tampa International Airport

Position Title: Senior Manager Maintenance, Buildings and Grounds

POSITION OVERVIEW

Reporting to the Director of Maintenance, this position is one of three senior manager positions responsible for ensuring that all airport facilities, systems and equipment are maintained in accordance with industry standards and to meet or exceed customer expectations for safety, aesthetics, convenience, reliability and value. The facilities involved include all terminal buildings and other Authority-owned buildings, roadways and grounds, airfield pavements and grounds, and parking structures. The senior manager of maintenance, Buildings and Grounds (this position) is primarily responsible for the management of the activities and personnel of the Airfield, Buildings, Fleet, Landscaping and Projects sections of the department. The systems and components maintained by these sections consist of airfield pavements and grounds, interior and exterior landscaping, plumbing and restroom systems, building interior and exterior finishes, all airport vehicles and equipment, and small project construction. The senior manager position also ensures that the Maintenance staff participates on capital project development teams to provide input on issues relative to life cycle costs, maintainability, reliability, and customer service. This requires on-going involvement with Authority staff, design professionals, and constructors to help ensure projects meet customer expectations. In addition, the position develops and implements personnel development programs and staffing plans, formulates goals and objectives, oversees and directs the development of project management plans, participates in procurement of specialty maintenance services including preparation of board agenda items, and formulates and monitors all aspects of the Maintenance department budget.

POSITION ACCOUNTIBILITIES

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.

- Responsible for developing and monitoring the department budgets for operations and maintenance, equipment, and capital projects.
- Responsible for implementing and monitoring goals and objectives.
- Responsible for properly procuring specialty maintenance services and systems, including specification development.
- Responsible for developing and implementing programs and processes to provide adequate inspection and monitoring of facility conditions to protect the Authority's interests.
- Responsible for developing, implementing and monitoring project management plans including specification development when required. May also perform Project Director Duties for capital improvement projects as required.
- Responsible for personnel development.
- Responsible for the management of in-house trades sections which includes but is not limited to; Responsibility for the preventive and corrective maintenance activities of trades personnel; responsibility for managing utility expenses and developing energy management programs; responsibility for instituting appropriate inspection, monitoring and other controls to ensure compliance of maintenance programs and maintenance projects

MINIMUM QUALIFICATIONS

A Bachelor's degree is desired, along with 5 years of progressive experience managing a maintenance operation of comparable complexity and budget responsibility. Significant high-level management experience at an airport, large commercial or institutional facility is preferred. Knowledge and experience in all aspects of maintenance including budget management is essential. Experience with a large maintenance operation that includes utilization of in-house and outsourced resources is necessary.

Department:	Maintenance
Pos. No:	15638
Pay Grade:	E5 ($89,000 – $185,000) – **Exempt**
Last update:	8/2018 Compensation

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of Web, Internet or Intranet sites, database design and programming languages.
- Considerable knowledge of graphic, illustration, animation and 3D software program tools.
- Considerable knowledge of computer equipment and operations and the interrelationship of equipment with programming approaches.
- Working knowledge of general office policies, practices and procedures.
- Ability to design and develop complex Web, Internet or Intranet pages.
- Ability to collect, organize and analyze data and to develop logical conclusions.
- Ability to multi-task and prioritize tasks effectively.
- Ability to communicate effectively, both orally and in writing.
- Ability to work effectively with others.

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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 OVERVIEW

Reporting to the Director of Maintenance, this position is one of two responsible for ensuring that all airport facilities, systems and equipment are maintained in accordance with industry standards and to meet or exceed customer expectations for safety, aesthetics, convenience, reliability and value. The facilities involved are all terminal buildings and other Authority-owned buildings, roadways and grounds, airfield pavements and grounds, and parking structures. The systems and equipment-related components consist of mechanical/electrical/plumbing systems, people mover and conveyance systems, baggage handling systems, passenger boarding bridges, security/access control, fire detection and protection, and all Authority-owned vehicles including heavy equipment. The Managers of Maintenance have oversight for the activities of in-house trades personnel and outsourced maintenance contracts. The Managers of Maintenance also ensure that the Maintenance staff participates on capital project development teams to provide input on issues relative to life cycle costs, maintainability, reliability, and customer service. This requires on-going involvement with Authority staff, design professionals, and constructors to help ensure projects meet customer expectations. In addition, the position develops and implements staffing plans, formulates goals and objectives, oversees and directs the development of project management plans, participates in procurement of specialty maintenance services including preparation of board agenda items, and formulates and monitors all aspects of the Maintenance department budget.

POSITION ACCOUNTIBILITIES

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.

- Responsible for developing and monitoring the department budgets for operations and maintenance, equipment, and capital projects.
- Responsible for implementing and monitoring goals and objectives.
- Responsible for properly procuring specialty maintenance services and systems, including specification development.
- Responsible for developing and implementing programs and processes to provide adequate inspection and monitoring of facility conditions to protect the Authority's interests.
- Responsible for developing, implementing and monitoring project management plans including specification development when required. May also perform Project Director Duties for capital improvement projects as required.
- Responsible for personnel development.

- Primary responsibility for one of the two major divisions of the department;
    - Management of contracted services which includes but is not limited to; responsibility for the overall management of all outsourced maintenance contracts; responsibility for providing proper administration over the Authority's tenant work permit program and key control functions; responsibility for instituting appropriate inspection; monitoring and other controls to ensure contract compliance of outsourced service contractors
    - Management of in-house trades personnel which includes but is not limited to; Responsibility for the preventive and corrective maintenance activities of all trades personnel; responsibility for managing utility expenses and developing energy management programs; responsibility for instituting appropriate inspection, monitoring and other controls to ensure compliance of maintenance programs and maintenance projects

MINIMUM QUALIFICATIONS

A Bachelor's degree is required, preferably in engineering, with 5 years of progressive experience managing a maintenance operation of similar complexity and budget responsibility. Significant high-level management experience at an airport of comparable size may be substituted for some of the educational requirements. Knowledge and experience in all aspects of maintenance including budget management is essential. Experience with a large maintenance operation that includes utilization of in-house and outsourced resources is necessary. Familiarity with all aspects of airport operations is desired.

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Tampa International Airport

Position Title: Senior Manager, Plant and Utilities

POSITION OVERVIEW

Reporting to the Director of Maintenance, this position is one of three senior manager positions responsible for ensuring that all airport facilities, systems and equipment are maintained in accordance with industry standards and to meet or exceed customer expectations for safety, aesthetics, convenience, reliability and value. The facilities involved are all terminal buildings and other Authority-owned buildings, roadways and grounds, airfield pavements and grounds, and parking structures. The senior manager of maintenance, Plant and Systems (this position) is primarily responsible for the management of the activities and personnel of the HVAC, Electrical, and Electronics and Systems sections of the department. The systems and equipment-related components of these sections consist of mechanical/electrical/electronic systems, people mover and conveyance systems, baggage handling systems, passenger boarding bridges, security/access control, fire detection and protection, and airfield lighting systems. The senior manager position also ensures that the Maintenance staff participates on capital project development teams to provide input on issues relative to life cycle costs, maintainability, reliability, and customer service. This requires on-going involvement with Authority staff, design professionals, and constructors to help ensure projects meet customer expectations. In addition, the position develops and implements personnel development programs and staffing plans, formulates goals and objectives, oversees and directs the development of project management plans, participates in procurement of specialty maintenance services including preparation of board agenda items, and formulates and monitors all aspects of the Maintenance department budget.

POSITION ACCOUNTIBILITIES

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.

- Responsible for developing and monitoring the department budgets for operations and maintenance, equipment, and capital projects.
- Responsible for implementing and monitoring goals and objectives.
- Responsible for properly procuring specialty maintenance services and systems, including specification development.
- Responsible for developing and implementing programs and processes to provide adequate inspection and monitoring of facility conditions to protect the Authority's interests.
- Responsible for developing, implementing and monitoring project management plans including specification development when required. May also perform Project Director Duties for capital improvement projects as required.
- Responsible for personnel development.
- Responsible for the management of in-house trades sections which includes but is not limited to; Responsibility for the preventive and corrective maintenance activities of trades personnel; responsibility for managing utility expenses and developing energy management programs; responsibility for instituting appropriate inspection, monitoring and other controls to ensure compliance of maintenance programs and maintenance projects

MINIMUM QUALIFICATIONS

A Bachelor's degree is desired, along with 5 years of progressive experience managing a maintenance operation of comparable complexity and budget responsibility. Significant high-level management experience at an airport, large commercial or institutional facility is preferred. Knowledge and experience in all aspects of maintenance including budget management is essential. Experience with a large maintenance operation that includes utilization of in-house and outsourced resources is necessary.

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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.

Department:	Maintenance
Pos. No:	00035
Pay Grade:	E5 ($89,000-$185,000) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: *Systems Automation Manager*

POSITION OVERVIEW

The ideal candidate for this position has extensive experience in the operation, maintenance, repair, and inspection of airport Baggage Handling Systems (BHS) and all associated control systems. This position will manage the performance and technology of the BHS and ensure the BHS at Tampa functions as certified by TSA and as intended by the designers. Manage the activities of the Airport Systems Automation Technicians (ASAT) and associated vendor contracts. Develop budgets to support the BHS machine level controls and associated vendor support contracts. Administrative duties include conducting quality assurance inspections of completed work; coordinating and overseeing contractor performance; and project coordination. Individual should possess ability to use computer software for a variety of tasks, excellent verbal and written communication skills, and strong ability to make decisions and prioritize work for varying work locations.

POSITION ACCOUNTABILITIES

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.

This position will report directly to a Senior Manager and will manage a team of Airport Systems Automation Technicians.

- Manage the performance and technology of the BHS and other Airport equipment as needed
- Manage associated vendor support contracts
- Support, manage and develop highly technical personnel
- Review BHS performance
    - Provide performance reports to airline personnel
    - Conduct investigations
    - Develop corrective action plans
    - Coordinate special efforts with Airline personnel
- Manage contractor projects related to BHS improvements/upgrades
- Coordinate with TSA and other agencies on performance and operational issues
- Conduct inspections of all HCAA facilities in order to verify job performance of contractors
- Coordinates contractor work schedules on various shifts
- Provides escorts to contractors as needed
- Performs other related duties as required
- Weekends, holidays, and shift work may be required

MINIMUM QUALIFICATIONS

A Bachelor's degree with 4 years' of progressive experience in maintenance of a large commercial facility with technical experience in high level controls and computer programing on automated conveyance equipment or two years' contracts management experience of a large commercial facility and 5 years' of progressive experience in maintenance of a large commercial facility with technical experience in high level controls and computer programing on automated conveyance

equipment or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPETENCIES

- Considerable knowledge of the rules, regulations and operational requirements of the organization.
- Working knowledge of airport TSA security regulations.
- Working knowledge of accepted methods, practices and procedures used in the repair and maintenance of BHS systems and equipment.
- Working knowledge of safety practices and principles related to the repair and maintenance of Airport Automated Systems and related systems and equipment.
- Working knowledge of record keeping requirements.
- Working knowledge of the organization's procurement system.
- Ability to communicate effectively both orally and in writing.
- Ability to accurately assess maintenance and repair needs and make adjustments to maintenance crews and/or schedules as required.
- Ability to collect, organize and evaluate data and develop logical conclusions.
- Ability to work effectively with others.
- Ability to function as an effective team member in the established chain of command.
- Ability to use a computer and related software.
- Ability to plan, organize and oversee the work of others.
- Working knowledge of contract management.
- Ability to supervise employees
- A strong command of high level controls and troubleshooting abilities on complex automated conveyance equipment.
- A strong command of programmable logic controllers and industrial electrical controls.
- A strong understanding of large scale automated baggage conveyance equipment.

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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.

Department:	Maintenance
Pos. No:	00000
Pay Grade:	E3 ($65,500 – $136,200) – **Exempt**
Last update:	7/25/2018 WID

Tampa International Airport

Position Title: Systems Maintenance Superintendent

POSITION OVERVIEW

Performs supervisory and technical duties planning and directing the maintenance and repair of internal and external structures and facilities, or operating, maintaining and repairing mechanical, electrical and electronic equipment.

POSITION ACCOUNTIBILITIES

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.

- Supervises the activities of employees and monitors contractors engaged in repair, installation, inspection, maintenance, and repair of passenger boarding bridges, ground power units, baggage handling equipment and related mechanical and specialized equipment. Establishes preventive maintenance programs, procedures and schedules; supervises an equipment safety inspection program and makes periodic inspections to ensure proper maintenance of equipment.
- Reviews contract bids and inspect work performed by contractors to ensure conformance to specifications and contract integrity; brings contract inadequacies to the attention of management, and follows up to ensure correction of contract performance.
- Requisitions and maintains replacement parts and materials in central stock to allow timely completion of assignments.
- Prepares technical specifications for equipment acquisition.
- Provides technical advice and assistance to subordinates; trains personnel in safety procedures and operating standards.
- Assists in the development and management of annual budgets
- Performs employee performance evaluations
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and five years of experience as the supervisor of in the area of facility maintenance and repair.

- Considerable knowledge of the principles, practices, methods, tools, materials and equipment used in the maintenance and repair of electro-mechanical systems such as airport passenger boarding bridges, ground power units, baggage conveyor systems or other industrial systems employing similar technology.
- Considerable knowledge of codes, rules, regulations and requirements pertaining to area(s) of responsibility.
- Working knowledge of occupational hazards and applicable safety regulations, standards, and equipment.
- Ability to locate, analyze, and diagnose structural deficiency or equipment malfunctions.
- Ability to establish and maintain effective working relationship with subordinates, peers, and others.
- Skill in the application of supervisory techniques.

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Department:	Maintenance
Pos. No:	12101
Pay Grade:	E1 ($48,200-$100,200) - **Exempt**
Last update:	8/2018 Compensation

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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.

Department:	Maintenance
Pos. No:	12101
Pay Grade:	E1 ($48,200-$100,200) - **Exempt**
Last update:	8/2018 Compensation

POSITION OVERVIEW

Performs supervisory and technical duties planning and directing the maintenance and repair of internal and external structures and facilities, or operating, maintaining and repairing mechanical and electronic equipment.

POSITION ACCOUNTIBILITIES

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.

- Supervises the activities of employees and monitors contractors engaged in building maintenance and repair; installation, inspection, maintenance, and repair of air conditioning, heating, refrigeration systems, mechanical equipment, specialized equipment, pavements, outside structures, or major electronic systems.
- Establishes preventive maintenance programs, procedures and schedules; supervises an equipment safety inspection program and makes periodic inspections to ensure proper maintenance of equipment.
- Reviews contract bids and inspect work performed by contractors to ensure conformance to specifications and contract integrity; brings contract inadequacies to the attention of management, and follows up to ensure correction of contract performance.
- Requisitions and maintains replacement parts and materials in central stock to allow timely completion of assignments.
- Prepares technical specifications for equipment acquisition.
- Provides technical advice and assistance to subordinates; trains personnel in safety procedures and operating standards.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and three years of experience as the supervisor of either a construction work crew or in the area of facility maintenance and repair.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the principles, practices, methods, tools, materials and equipment used in the maintenance and repair of one or more, of the following or a combination thereof: buildings and other physical structures, mechanical equipment and systems, vehicular and stationary equipment, or electronic systems.
- Considerable knowledge of codes, rules, regulations and requirements pertaining to area(s) of responsibility.
- Working knowledge of occupational hazards and applicable safety regulations, standards, and equipment.
- Ability to locate, analyze, and diagnose structural deficiency or equipment malfunctions.
- Ability to establish and maintain effective working relationship with subordinates, peers, and others.
- Skill in the application of supervisory techniques.

TPA MISSION STATEMENT

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Department:	Maintenance
Pos. No:	00000
Pay Grade:	E1 ($48,200-$100,200) – **Exempt**
Last update:	2/6/2018 Compensation

Tampa International Airport

Position Title: Trades Maintenance Superintendent

POSITION OVERVIEW

Performs supervisory and technical duties planning and directing the maintenance and the repair of Heating/Ventilation and Air Conditioning systems, or operating, maintaining and repairing mechanical equipment.

POSITION ACCOUNTIBILITIES

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.

- Supervises the activities of employees and monitors contractors engaged in mechanical maintenance and repair; installation, inspection, maintenance, and repair of air conditioning, heating, refrigeration systems, mechanical equipment, specialized equipment.
- Establishes preventive maintenance programs in TAAMS, procedures and schedules; supervises an equipment safety inspection program and makes periodic inspections to ensure proper maintenance of equipment.
- Reviews contract bids and inspect work performed by contractors to ensure conformance to specifications and contract integrity; brings contract inadequacies to the attention of management, and follows up to ensure correction of contract performance.
- Requisitions and maintains replacement parts and materials in central stock to allow timely completion of assignments.
- Prepares technical specifications for equipment acquisition.
- Provides technical advice and assistance to subordinates; trains personnel in safety procedures and operating standards.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and three years of experience in a supervisory role in the area of facility maintenance and repair, preferably with an HVAC division.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the principles, practices, methods, tools, materials and equipment used in the maintenance and repair of one or more, of the following or a combination thereof: building controls and other mechanical equipment and systems.
- Considerable knowledge of codes, rules, regulations and requirements pertaining to area(s) of responsibility.
- Working knowledge of occupational hazards and applicable safety regulations, standards, and equipment.
- Ability to locate, analyze, and diagnose mechanical deficiencies or equipment malfunctions.
- Ability to establish and maintain effective working relationship with subordinates, peers, and others.
- Skill in the application of supervisory techniques.

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Tampa International Airport

Position Title: Airfield Operations Compliance Manager

POSITION OVERVIEW

Reporting to the Senior Manager, Airfield Operations; this position is responsible for all assigned airfield activities of the Airport Certification Program relating to FAA, 14 CFR Part 139 regulatory compliance. This position will be accountable for self-inspection program, construction and maintenance coordination, and working with various government agencies. Additionally, this position is responsible for the administrative, supervisory and technical aspects relating to the regulatory compliance issues of the Operations department. The position will participate in incident/accident and special investigations as well as review proposed airport grant-in-aid program projects to ensure that proposed development to be accomplished will not compromise safety. This position will proactively coordinate and interact with airport tenants, outside government agencies, Authority leadership and departmental staff on matters influencing the operations within the air operations area to include airfield construction impacts and maintenance department work efforts.

POSITION ACCOUNTIBILITIES

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.

- Inspects all runways, taxiways, ramps and the associated areas to ensure compliance with 49 CFR Part 139 and the Airport Certification Manual and to ensure conditions are safe for the continued operation of an aircraft.
- Supports terminal ramp safety inspections, FOD inspections and other inspections as part of Tampa International Airport's safety management system.
- Assists Airport Operations Managers with the coordination of daily airfield activities related to airfield maintenance work, airfield construction projects, aircraft and vehicle movement.
- Monitors airport tenants and leased areas for possible violations of the Airport Rules/Regulations and other applicable regulations. Notifies appropriate parties in the Aviation Department of investigations and corrections.
- Ensures compliance with Federal airport certification regulation [Title 14 CFR, Part 139].
- Facilitates inspections of airport property to ensure compliance with Federal Regulations.
- Oversees Airfield Training Programs, to include computer based training for airport personnel and tenants. Development and implementing airfield training will be required.
- Facilitate proper response to any letters of investigation, civil penalties and or other requirements or inquiries made by the FAA.
- Acts as operations representative for airport projects, as required.

MINIMUM QUALIFICATIONS

The qualifications to perform successfully in this position are a Bachelor's Degree in Airport Operations/Management, Business Administration, or closely related field from an accredited college or university, or equivalent work experience. Applicant must have experience in FAR Part 139 to include work experience at medium to large airport(s) or joint use military facility; applying certification requirements and standards of airport safety; airport layout, design and construction.

JOB SPECIFIC COMPENTENCIES

- Proven leadership, team-building and consensus-building skills required
- Knowledge of and ability to interpret and apply Federal Aviation Regulations
- Knowledge of airport operations, maintenance and other airport related activities
- Knowledge of weather and NOTAM terminology used in Airport Operations.
- Current experience as an Airport Operations Manager or Airport Operations Specialist a plus
- Thorough knowledge of federal, state and local rules and regulations pertaining to airport operations and security
- Ability to lead teams and gain commitment

Department:	Operations
Pos. No:	15615
Pay Grade:	E4 ($76,400-$158,800) – **Exempt**
Last update:	8/2018 Compensation

- Must possess strong leadership skills and abilities
- Ability to develop, analyze and evaluate programs, policies and procedures
- Ability to work independently and organize and set priorities
- Ability to plan, assign, train, review and supervise work projects of subordinate personnel
- Ability to prepare reports, maintain records, analyze data, make procedure decisions and administer programs.

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Tampa International Airport

Position Title: Airport Credentials Manager

POSITION OVERVIEW

Performs managerial duties for the Security Access Control office provides security access for the entire airport facility. Responsible for planning, coordinating work and supervising assigned administrative staff to include conducting performance reviews. All individuals coming to work at the Tampa International Airport must go through a criminal history records check and a security threat assessment prior to being granted access into a secured area at the airport. This position manages and provides guidance to assigned administrative support staff in the Security ID Badge Office, adjudicates all badge applicants' Criminal History Records Check (CHRC) issued from the Federal Bureau of Investigations (FBI) to ensure the applicant's CHRC does not contain any disqualifying information that would prevent the applicant from being able to work at the airport. The duties and requirements for this position are mandated by the Transportation Security Administration (TSA) and are national security requirements for all airports. Additional duties include auditing requirements for TSA Regulatory compliance.

POSITION ACCOUNTIBILITIES

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 the particular agency/division/department to which they are assigned, individual employees may perform all or any of the duties described below.

- Manages the administration of airport-issued security credentials for Tampa International airport.
- Reviews and acts on administrative and operational issues related to the TSA's security mandates.
- Administers procedures for maintaining records for all vehicle access credentials.
- Create, compile, prepare, and disseminate various reports for airport tenants, airline managers, contractors, HCAA staff, and FAA and law enforcement agencies.
- Conduct and administer Security Identification Display Areas (SIDA) training classes mandated by the FAA.
- Supervision and management of all billing records and access media.
- Preparation of budget documents and monitoring status of allocated funds for the security access control office.
- Conduct audits of all tenants' security procedures and records pertaining to background checks, security training requirements, and status of credentials.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree college or university; and

One year of supervisory or lead worker/team leader experience directly related to the position duties.

Or

An Associate's Degree from an accredited college or university; and

Three years of experience directly related to the position duties; two of which must have been in a supervisory or lead worker/team leader capacity.

Or

Graduation from high school or possession of GED Certificate; and

Four years of experience directly related to the position duties; two of which must have been in a supervisory or lead worker/team leader capacity.

Department:	Operations
Pos. No:	00343
Pay Grade:	E2 ($56,200-$116,800) – **Exempt**
Last update:	8/2018 Compensation

JOB SPECIFIC COMPENTENCIES

- Specialized technical knowledge of a security access control office of medium to large size secured facility.
- Knowledge of federal, state and local regulations pertaining to the security access control area(s) of a public government facility or public transportation facility with sterile areas.
- Ability to communicate effectively, orally and in writing.
- Ability to establish and maintain effective working relationships with others within and outside own organization.
- Ability to use initiative and exercise sound judgement.
- Ability to initiate and sustain action to accomplish goals of the functional area.
- Ability to remain calm and provide guidance to subordinate staff in crisis and/or emergency situations.
- Ability to organize work, set priorities, and determine resource requirements.
- Ability to maintain strict confidentiality related to background investigation reports, incident reports, etc.
- Skill in the application of supervision techniques.

APPOINTING AUTHORITY MY REQUIRE

Possession of valid Driver License.
Depending on area of assignment, incumbents may be required to possess various licenses or certifications at time of hire or obtain them within a specific period of time after hire.

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Tampa International Airport

Position Title: *Airport Credentials Specialist*

POSITION OVERVIEW

Reporting to the Airport Credentialing Manager this position is responsible for completing various complex administrative duties relating to the credentialing of all Hillsborough County Aviation Authority personnel and vendors/tenants of the airport.

POSITION ACCOUNTIBILITIES

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.

- Performs various complex administrative, and confidential functions and duties supporting the Airport Credentialing Manager.
- Schedules, coordinates and prepares meetings, meeting materials/handouts, appointments and conferences for the purposes of airport credentialing.
- Reviews and distributes for the division manager or senior division manager, detailed incoming and outgoing mail, electronic mail, correspondence, and statements.
- Answers all questions relating to the badging and credentialing process, which includes handling sensitive and confidential records or information.
- Researches and responds to requests for information and assistance, and determines priority status and refers to division manager or senior division manager, or other professional staff, as needed.
- May provide guidance and training, and review the work of others to ensure accuracy, completion and timeliness.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's Degree from an accredited college or university with a major in office administration; and
Two years of administrative/secretarial experience; and Complete 55 net words per minute on a typing test.
OR
Graduation from high school or possession of a GED Certificate; and successful completion of an accredited secretarial or business and office technology training program; and three years of administrative/secretarial experience; OR graduation from high school or possession of a GED Certificate; and Four years of administrative/secretarial experience;

JOB SPECIFIC COMPENTENCIES

- Knowledge of procedures, policies, of TSA policy and security directives.
- Strong skills in Excel, Access and other Microsoft products.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Ability to carry out simultaneous tasks under pressure with accuracy.
- Skill in communication and effective writing.
- Ability to handle restricted, sensitive and confidential information.
- Ability to serve the public and represent the Authority with the utmost courtesy and professionalism.
- Strong customer service background required.

Department: Operations
Pos. No:
Pay Grade:
Last update: 12/12/2019

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Tampa International Airport

Position Title: *Airport Operations Support Manager*

POSITION OVERVIEW

Performs duties in airport operations, aviation administration, and facilities management. Reporting to the Senior Manager of Emergency Management and Operations Support, this position has responsibilities that include: monitoring of airport facilities, safety program initiatives and implementation, security functions and other operations designed to ensure effective passenger and public services and to provide the proper support to all verticals of the Airport Operations organization.

POSITION ACCOUNTABILITIES

***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 the assigned area of responsibility, incumbents in the position may perform one or more of the activities described below.*

- Monitors compliance with federal and state regulations; supervise development and maintenance of the airport policies/procedures, Airport Certification Manual, Wildlife Hazard Management Plan, Airport Emergency Plan, Airport Security Plan, and Airport Master Plan, etc.
- Assists in the development of procedures for use in event of aircraft accidents, fires, or other emergencies.
- Knowledgeable of and applies procedures per Federal Aviation Advisory Circulars.
- Inspects airport facilities such as runways, buildings, lighting, etc. to determine repairs, replacement, or improvements required.
- Knowledgeable of the content of the TPA Ground Operations Manual and enforces safety and violations thereof.
- Demonstrates effective written & verbal communication and positive public relations with the ability to effectively handle potentially confrontational situations.
- Assists in the enforcement of aircraft parking; monitors and ensures conformance with all applicable regulations and ordinances; initiates corrective action.
- Review and manage all departmental policies and procedures, to include development of new procedures as required.
- Management of projects, initiatives, and operating plans as directed.
- Maintain all required Airfield Operations Supervisor qualifications.
- Issues NOTAMS (Notice to Airmen) when required by airport conditions.
- Performs daily, nightly, periodic and special airfield inspections.
- Knowledgeable of NFPA regulations and conducts daily and quarterly fuel fire safety inspections, to include documentation and follow-up.
- Responds to airfield operational concerns.
- Responds to issues from the airport tenants and the public.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

- A minimum of 2 years of college coursework in an Aviation related field or an equivalent combination of education, training, and experience that would reasonably be expected to provide the job-specific competencies noted below.
- An ideal candidate will possess AAAE C.M. and/or ACE Operations credential
- Valid Driver License

JOB SPECIFIC COMPETENCIES

- Ability to maintain records and prepare technical reports.
- Ability to communicate effectively orally and in writing.

Department:	Operations
Pos. No:	00000
Pay Grade:	E3 ($65,500 - $136,200) – **Exempt**
Last update:	8/2018 Compensation

- Ability to establish and maintain effective working relationships with co-workers, representatives of other agencies, and the general public.
- Ability to use a computer and related software.
- Ability to maintain a valid driver's license and insurability with the Authority.
- Understand and implement appropriate Federal Aviation Administration regulations and advisor circulars as they apply to FAR Part 139.
- Ability to perform independently and make critical decisions under stressful/demanding situations.
- Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency/urgent situations.
- Ability to use firearms in accordance with the airports' Wildlife Hazard Management Plan.
- Collaborate with other Airport departments.
- Write grammatically correct reports, memoranda, directives, and letters to inform tenants, staff, and others of airside policies and procedures.
- Must be extremely safety conscious. Must be able to lift and/or move up to 50-75 pounds.
- Must be willing to work in inclement weather conditions; and able to work non-standard hours/shifts, holidays, weekends, and be recalled during emergencies.
- Ability to plan and coordinate multiple activities occurring simultaneously.
- Ability to use a computer and related software.

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Tampa International Airport

Position Title: *Lead Credentials Specialist*

POSITION OVERVIEW

Reporting to the Airport Credentials Manager this position is responsible for completing various complex administrative duties relating to the credentialing of all Hillsborough County Aviation Authority personnel and vendors/tenants of the airport.

POSITION ACCOUNTIBILITIES

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.

- Performs various complex administrative and confidential functions and duties supporting the Airport Credentials Manager.
- Assists Airport Credentials Manager overseeing credentialing staff operations and scheduling.
- Assist in adjudicating all ID media applicants' Criminal History Records Check (CHRC) issued from the Federal Bureau of Investigations (FBI) to ensure the applicant's CHRC does not contain disqualifying information.
- Schedules, coordinates and prepares meetings, meeting materials/handouts, appointments and conferences for the purposes of airport credentialing.
- Reviews and distributes for the department manager or senior department manager, detailed incoming and outgoing mail, electronic mail, correspondence, and statements.
- Answers all questions relating to the badging and credentialing process, which includes handling sensitive security information, personally identifiable information and confidential records or information.
- Researches and responds to requests for information and assistance, and determines priority status and refers to department manager or senior department manager, or other professional staff, as needed.
- May provide guidance and training, and review the work of others to ensure accuracy, completion and timeliness.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's Degree from an accredited college or university with a major in office administration; and two years of administrative/customer service experience; and Complete 55 net words per minute on a typing test or graduation from high school or possession of a GED Certificate; and successful completion of an accredited business or office technology training program; and three years of administrative/customer service experience; OR graduation from high school or possession of a GED Certificate; and four years of administrative/customer service experience.

JOB SPECIFIC COMPENTENCIES

- Knowledge of 49 CFR Parts, 1540, 1542, 1544 and 1546
- Strong skills in Excel, Word, Power Point and other Microsoft products.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Ability to carry out simultaneous tasks under pressure with accuracy.
- Skill in communication and effective writing.
- Ability to handle sensitive security information, personally identifiable information and confidential records or information.
- Ability to serve the public and represent the Authority with the utmost courtesy and professionalism.
- Strong customer service background required.
- Multilingual preferred

Department:	Operations
Pos. No:	00000
Pay Grade:	NE5 ($20.96 - $39.23) **Non Exempt**
Last update:	10/09/18 WID

Department:	Operations
Pos. No:	00000
Pay Grade:	NE5 ($20.96 - $39.23) **Non Exempt**
Last update:	10/09/18 WID

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Department:	Operations
Pos. No:	00000
Pay Grade:	NE5 ($20.96 - $39.23) **Non Exempt**
Last update:	10/09/18 WID

Position Title: *Operations Access Control and Projects Manager*

POSITION OVERVIEW

Performs oversight of the manager and credentialing specialists of the Security Access Control office, which provides security access for the entire airport facility. Responsible for planning, coordinating work and supervising assigned administrative staff to include conducting performance reviews, coordinating and leading projects, advancing initiatives, and regularly assessing the collective security program for enhancements and advancement opportunities. This position manages and provides guidance to the manager and administrative support staff in the Security ID Badge Office, adjudicates all badge applicants' Criminal History Records Check (CHRC) issued from the Federal Bureau of Investigations (FBI) to ensure the applicant's CHRC does not contain any disqualifying information that would prevent the applicant from being able to work at the airport. The duties and requirements for this position are mandated by the Transportation Security Administration (TSA) and are national security requirements for all airports. Additional duties include auditing requirements for TSA Regulatory compliance.

POSITION ACCOUNTIBILITIES

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 the particular agency/division/department to which they are assigned, individual employees may perform all or any of the duties described below.

- Manages the team responsible for airport-issued security credentials for Tampa International airport.
- Reviews and acts on administrative and operational issues related to the TSA's security mandates.
- Manage, coordinate, and direct security-related projects and initiatives, as directed.
- Assist other departments and construction projects on security and/or regulatory requirements associated with such project(s)
- Create, compile, prepare, and disseminate various reports for airport tenants, airline managers, contractors, HCAA staff, and FAA and law enforcement agencies.
- Conduct and administer Security Identification Display Areas (SIDA) training classes mandated by the FAA.
- Manage, coordinate, and assist with departmental budget preparations, to include other vertical(s) of the Airport Operations organization.
- Manage the financial performance of the Airport Credentialing Office
- Maintain qualifications as a Terminal Operations Manager
- Supervision and management of all billing records and access media.
- Preparation of budget documents and monitoring status of allocated funds for the security access control office.
- Conduct audits of all tenants' security procedures and records pertaining to background checks, security training requirements, and status of credentials.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree college or university; and one year of supervisory or lead worker/team leader experience directly related to the position duties or an Associate's Degree from an accredited college or university; and three years of experience directly related to the position duties; two of which must have been in a supervisory or lead worker/team leader capacity or graduation from high school or possession of GED Certificate; and four years of experience directly related to the position duties; two of which must have been in a supervisory or lead worker/team leader capacity.

Department:	Operations
Pos. No:	00000
Pay Grade:	E4 ($76,500 - $158,000 **Exempt**
Last update:	10/09/18 WID

JOB SPECIFIC COMPENTENCIES

- Specialized technical knowledge of a security access control office of medium to large size secured facility.
- Knowledge of federal, state and local regulations pertaining to the security access control area(s) of a public government facility or public transportation facility with sterile areas.
- Ability to communicate effectively, orally and in writing.
- Ability to establish and maintain effective working relationships with others within and outside own organization.
- Ability to use initiative and exercise sound judgement.
- Ability to initiate and sustain action to accomplish goals of the functional area.
- Ability to remain calm and provide guidance to subordinate staff in crisis and/or emergency situations.
- Ability to organize work, set priorities, and determine resource requirements.
- Ability to maintain strict confidentiality related to background investigation reports, incident reports, etc.
- Skill in the application of supervision techniques.

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Tampa International Airport

Position Title: *Airport Dispatcher Trainee*

POSITION OVERVIEW

As an Airport Dispatcher Trainee, incumbents will complete a 12-month training academy where they will train to become proficient in performing a number of responsibilities in support of Tampa International Airport Operations and Public Safety and Security activities within the airport and surrounding area 24 hours every day. Responsibilities include but are not limited to, monitoring airport operations or public safety audio and video communication systems, receiving and directing airport emergency and non-emergency calls requesting assistance, service, or information utilizing computer controlled systems and communications equipment to provide information and dispatch personnel to provide timely responses. After successful completion of the 12 month training and probationary period, incumbents are promoted to Senior Airport Dispatcher.

POSITION ACCOUNTABILITIES

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.

General Airport Dispatching Duties:

- Monitors airport audio and video communication systems.
- Receives and directs emergency and non-emergency calls for service using digital and/or analog voice communications equipment and a computer dispatch system.
- Determines the location of incoming emergency and non-emergency calls initiated from land lines or cellular phones using a Global Positioning System (GPS).
- Conveys a variety of information related to airport activities to airport personnel, vendors, service contractors, and the general public as required.
- Initiates emergency and non-emergency call-backs to obtain or provide additional information or to follow-up on disconnected calls.
- Responds to lost and found inquiries, provides entries into lost and found database, and releases lost and found items to owner.
- Maintains records and reports, including shift reports and operations logs. Performs duties at temporary emergency command centers and locations during periods of local, state and national emergencies, as required.
- Testifies in court to provide an accurate account of information related to emergency/non-emergency calls for assistance, as required.
- Completes designated airport operations or public safety dispatching training programs as required by the Aviation Authority.
- Performs other related duties as required.

Airport Operations Dispatching Duties:

- Operates various computer systems and programs including aviation specific systems, airport facility systems and equipment, security alarm systems, and closed circuit television (CCTV) systems.
- Activates the Aviation Authority emergency communication notification system to notify tenants and authorities of emergencies, impending severe weather, and other critical airport operations impacts.
- Responds to requests for flight information, pages, general information, and inquiries from the general public and airport tenants regarding operations related issues.

Department:	Operations
Pos. No:	Various
Pay Grade:	NE2 ($15.82-$29.66) – **Non Exempt**
Last update:	9/2020 Talent Acquisition Team

Airport Public Safety Dispatching Duties:

- Receives incoming 911 emergency and non-emergency calls for assistance, makes inquiries to solicit additional relevant information when needed, and assesses information to determine the nature and urgency of calls for assistance.
- Enters public safety related information into the Computer Aided Dispatch (CAD) system and/or redirects calls to specific or alternate emergency responding agencies or departments.
- Dispatches emergency response personnel using digital and/or analog voice communications equipment, and/or an emergency computer dispatch system.
- Accesses and enters sensitive law enforcement data in local, state, and federal data bases for investigative purposes including use of the Florida Crime Information Center (FCIC) and the National Crime Information Center (NCIC) databases.
- Researches local, state and federal databases when requested or when circumstances dictate to review criminal justice records, search for outstanding warrants, and locate other relevant data, and provide information to emergency response personnel prior to arrival at the emergency location.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and one year of experience dispatching calls for assistance or performing customer service duties or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPETENCIES

Note: To be acquired during the training period.

- Working knowledge of CJNET, FCIC and NCIC law enforcement databases.
- Working knowledge of the Airport Communication Center regulations and standard operating procedures, and airport operations and public safety dispatching systems related to area of assignment.
- Working knowledge of CPR and First Aid procedures and techniques. Working knowledge of the Airport layout, facilities, and operations systems. Working knowledge of Aviation Authority policies, procedures and guidelines.
- Some knowledge of effective communication techniques.
- Some knowledge of digital and audio communications equipment operation.
- Some knowledge of computerized mapping systems and related software use and application.
- Some knowledge of airport operations, law enforcement, emergency medical, and fire terminology based on area of assignment.
- Skill in the operation of a multi-line or computerized telephone, and in the operation of digital, audio, or radio communications equipment.
- Ability to multitask under potentially stressful conditions.
- Ability to demonstrate a high degree of customer service skills while interacting with both external and internal customers.
- Ability to accurately assess emergency and non-emergency information, make correct decisions, and take appropriate action.
- Ability to use a computer and related software.
- Ability to communicate effectively, both orally and in writing.
- Ability to follow established procedures and pay close attention to detail.
- Ability to locate offices, agencies or individuals promptly through directories or other information sources.
- Ability to maintain confidential information.
- Ability to work effectively with others.
- Ability to accurately sort, file and retrieve materials using alphabetical, numerical or chronological information systems.
- Ability and willingness to work rotating shifts including nights, weekends and holidays.

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Department:	Operations
Pos. No:	Various
Pay Grade:	NE2 ($15.82-$29.66) – **Non Exempt**
Last update:	9/2020 Talent Acquisition Team

Tampa International Airport

Position Title: *Airport Dispatcher (Public Safety or Operations)*

POSITION OVERVIEW

Performs advanced duties monitoring airport operations and public safety communications systems, and receives and directs airport operations and public safety emergency and non-emergency assistance call requests utilizing various computer controlled systems and communications equipment to dispatch personnel to provide timely responses to requests for assistance.

POSITION ACCOUNTABILITIES

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.

- Monitors airport audio and video operations and public safety communication systems.
- Receives incoming 911 emergency and non-emergency calls for assistance, makes inquiries to solicit relevant information, and assesses information to determine the nature and urgency of calls for assistance.
- Enters public safety related information into the Computer Aided Dispatch (CAD) system and/or redirects calls to specific or alternate emergency responding agencies or departments.
- Dispatches emergency response personnel using digital and/or analog voice communications equipment, and/or an emergency computer dispatch system.
- Accesses and enters sensitive law enforcement data in local, state, and federal data bases for investigative purposes including use of the Florida Crime Information Center (FCIC) and the National Crime Information Center (NCIC) databases.
- Determines the location of emergency and non-emergency calls initiated from land lines or cellular phones using a Global Positioning System (GPS).
- Researches local, state and federal databases when requested or when circumstances dictate to review criminal justice records, search for outstanding warrants, and locate other relevant data, and provides information to emergency response personnel prior to arrival at the emergency location.
- Operates various computer systems and programs including aviation specific systems, airport facility systems and equipment, security alarm systems, and closed circuit television (CCTV) systems.
- Activates the Aviation Authority emergency communications notification system to notify tenants and authorities of emergencies, impending severe weather, and other critical airport operational impacts.
- Responds to requests for flight information, pages, general information, and inquiries from the general public and tenants regarding airport operations and public safety issues.
- Conveys a variety of information related to airport operations and public safety activities to airport personnel, vendors, service contractors, and the general public as required.
- Responds to lost and found inquiries, enters information to maintain the lost and found database, and releases lost and found items to owner.
- Maintains records and reports, including shift reports and operations logs.
- Initiates emergency and non-emergency call-backs to obtain additional information or to follow-up on disconnected calls.
- Performs duties at temporary emergency command centers and locations during periods of local, state and national emergencies, as required.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED certificate; and successful completion of all designated airport operations and law enforcement dispatcher training programs or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPETENCIES

- Working knowledge of CJNET, FCIC and NCIC law enforcement databases.
- Working knowledge of the Airport Communication Center regulations and standard operating procedures, and airport operations and public safety dispatching systems.
- Working knowledge of the Airport layout, facilities, operations systems, and airport public safety operations.
- Working knowledge of Aviation Authority policies, procedures and guidelines.
- Working knowledge of effective communication techniques.
- Working knowledge of digital and audio communications equipment operation.
- Working knowledge of computerized mapping systems and related software use and application.
- Working knowledge of CPR and First Aid procedures and techniques.
- Working knowledge of law enforcement, emergency medical, and fire terminology.
- Skill in the operation of a multi-line or computerized telephone, and in the operation of digital, audio or radio communications equipment.
- Ability to multitask under potentially stressful conditions.
- Ability to demonstrate a high degree of customer service skills while interacting with both external and internal customers.
- Ability to accurately assess emergency and non-emergency information, make correct decisions, and take appropriate action.
- Ability to use a computer and related software.
- Ability to communicate effectively, both orally and in writing.
- Ability to follow established procedures and pay close attention to detail.
- Ability to locate offices, agencies or individuals promptly through directories or other information sources.
- Ability to maintain confidential information.
- Ability to work effectively with others.
- Ability to accurately sort, file, and retrieve material using alphabetical, numerical or chronological systems.
- Ability and willingness to work rotating shifts including nights, weekends and holidays.

POSITION OVERVIEW

Reporting to the Director of Operations, this position is responsible for implementing high-level program initiatives. This position builds and maintains partnerships and leads or participates in managing the ongoing development, maintenance, and enhancement of Authority-wide programs, including annual planning for forums with stakeholders, other government agencies and municipalities in the Tampa Bay area, state and federal agencies. Will also be responsible for planning and governance and for overseeing the successful delivery of programs output. Requires strong organization and project management skills, as well as critical thinking and problem solving skills. Interpersonal skills at all levels of management, and comfort in interacting with upper management is a must.

POSITION ACCOUNTIBILITIES

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.*

- Strategize, implement, and maintain program initiatives that adhere to organizational objectives.
- Develop program assessment protocols for evaluation and improvement.
- Oversee multiple project teams, ensuring program goals are reached.
- Responsible for community outreach with educational facilities, attending educational events and promoting careers for the Authority.
- Management of the Airport Operations college internship program.
- Develop and manage project plans, schedules and deliverables, coordinating expectations and managing partners.
- Leads meetings with cross functional teams to execute a seamless program launch.
- Interface with external vendors, as required, to ensure appropriate engagement and accountability in conjunction with internal resources and activities.
- Monitors progress ensuring that milestones are met across various projects and programs.
- Work with other departments to identify, analyze, and evaluate risks and opportunities.
- Establishes, maintains and monitors processes for the program(s) to ensure continuous improvement. Develops procedures, reporting controls and training related to programs.
- Conducts logistics planning & support, to include identifying resources and developing agreements with external agencies in relation to incidents and events.
- Develops and maintains liaisons with municipalities, county departments, other organizations and similar entities to facilitate plan development and coordination.
- Manages funds by planning, developing, and controlling the program budget.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university with major coursework in business administration, public administration, or closely related public sector field. Requires six (6) years of progressively responsible budget, project and management work including four (4) years supervisory experience with related experience.

Department:	Operations
Pos. No:	
Pay Grade:	E4: $76,500 - $158,000
Last update:	

JOB SPECIFIC COMPENTENCIES

- Knowledge of policies, procedures, precedents, regulations, executive and general orders, and rules of Airport Operations department.
- Knowledge of the National Incident Management System (NIMS) and the Incident Command System (ICS) techniques of emergency response and recovery.
- Advanced knowledge of Microsoft Word, Power Point, and Excel required.
- Knowledge of compliance and contract administration.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Knowledge of the access, storage, destruction and release of restricted, sensitive and confidential information, and applicable guidelines.
- Skill in complex budget management.
- Skill in communication and effective writing.
- Advanced skills in project management and organization.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions or approaches.
- Ability to initiate projects and presentations based on department needs.
- Ability to develop policies and procedures.
- Ability to use discretion and independent judgment in evaluating information.
- Ability to serve the public and represent the department director or agency head with courtesy and professionalism.
- Ability to effectively lead or supervise lower level staff and interns.

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Tampa International Airport

Position Title: Lead Dispatcher, Airport Operations Center

POSITION OVERVIEW

Reporting to an AOC Manager within the Airport Operations Center, the Lead Dispatcher is under the umbrella of the Airport Operations Department at Tampa International Airport. This position is responsible for leading a shift consisting of at least six to eight airport dispatchers on a day-to-day basis. Strong teamwork and critical incident response skills are a must in this role. In addition, this role is also responsible for attending duty briefings, monitoring scheduling, allocating dispatchers, scheduling or administering break relief, and coordinating with outside departments to achieve operational and organizational objectives, among other operational or administrative tasks, as assigned.

POSITION ACCOUNTIBILITIES

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.

- Leads a shift within the AOC and coordinates with management to administer assigned programs and resources.
- Leads the emergency evacuation and transfer of responsibilities for the Airport Operations Center in the absence of the AOC Manager.
- Responsible for responding to critical incidents by acting as the liaison between Tampa International Airport and all responding mutual aid resources. Involvement includes activating the Incident Command Center and fulfilling the role of the ESF2 (NIMS) function until relieved by a Manager or Senior Manager.
- Analyzes staffing needs (current and future) to identify shortfalls and plans daily dispatcher position assignments.
- Monitors the AOC Duty Phone, as needed, and communicates operational impacts or emergency responses to AOC and Operations Leadership.
- Responds to AOC and Airport Operations operational concerns.
- Responds to requests or issues from airport tenants and the public.
- Creates break relief schedules for shift and provides relief as needed.
- Assists with administrative duties.
- Updates daily shift activity logs and other reports and communications as requested and/or required.
- Relays requests to management for new equipment, software or personnel budget items.
- Working knowledge of CJNET, FCIC and NCIC law enforcement databases and their associated protocols.
- Working knowledge of the Airport Communication Center regulations and standard operating procedures, and airport operations and public safety dispatching systems.
- Working knowledge of the Airport layout, facilities, operations systems, and airport public safety operations.
- Working knowledge of Aviation Authority policies, procedures and guidelines.
- Working knowledge of law enforcement, emergency medical, and fire terminology.
- Ability to multitask under potentially stressful conditions.
- Ability to demonstrate a high degree of customer service skills while interacting with both external and internal customers.
- Ability to accurately assess emergency and non-emergency information, make correct decisions, and take appropriate action.
- Ability to follow established procedures and pay close attention to detail.
- Ability to maintain confidential information.
- Ability to accurately sort, file, and retrieve material using alphabetical, numerical or chronological systems.
- Ability and willingness to work rotating shifts including nights, weekends and holidays.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Department:	Operations
Pos. No:	00000
Pay Grade:	E3 ($65,500 – $136,200) – **Exempt**
Last update:	1/24/2018 Compensation

Tampa International Airport

Position Title: *Airfield Operations Training and Innovation Manager*

POSITION OVERVIEW

Reporting to the Senior Manager, Airfield Operations, this position will perform airfield operations training, including safety management, operational, supervisory and administrative duties. This position will also take the lead on identifying, developing and implementing new or enhanced processes, procedures and systems/technologies to improve the efficiency of Airfield operations. This position is responsible for all airfield training standardization. Furthermore, this position requires the individual to successful liaise with other teams and/or departments to analyze and resolve business challenges or problems by which Airport Operations can, as a department, assist in such issues or challenges, especially those that require training related assistance. A successful candidate will be responsible for developing and implementing all Airfield training standardization and implement changes and/or operational enhancements through a robust and effective communications and project management approach. In addition to these roles, secondary but required duties include supervising airport facilities, safety programs, security functions, and other operations designed to ensure effective passenger and public services. All duties are performed under the general supervision of an immediate supervisor who evaluates performance through observation of work, periodic conferences, critiques, and/or records and reports. This position will require full and demonstrated AOM qualification.

POSITION ACCOUNTIBILITIES

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- Responsible for providing guidance and direction for the planning, implementation and implementation of all Airfield Operations training.
- Manages airport Movement and Non-Movement Area safety and training program. Drive incident, near miss and hazard investigation process, train personnel to conduct incident investigations. Track corrective actions.
- Conducts airfield and apron safety inspections to ensure stakeholders are maintaining a safe work environment and that all employees are working in a safe manner (safe place / safe people).
- Ensures that airfield and apron are in compliance with all applicable safety regulations.
- Brings value by mitigating potential costs from accidents or incidents.
- Lead projects and programs from conception to review.
- Complies with SMS requirements by documenting and facilitating safety programs. Empowers employees as safety professionals by developing a positive safety culture.
- Monitors airport tenants and leased areas for possible violations of the Airport Rules/Regulations and other applicable regulations. Notifies appropriate parties in the Aviation Department of investigations and corrections.
- Manages Airfield Training Programs, to include computer based training for airport personnel and tenants. Development and implementing airfield training will be required.
- Reviews applicable technology and literature, surveys agency/department personnel, and confers with Senior Manager and other stakeholders to determine airfield operations and skills-based training needs.
- Designs and delivers operations job qualification programs to increase effectiveness of the team and individuals.
- Designs and implements qualification development and skills-based training programs to maximize participant acquisition and retention of knowledge, skills, abilities, and perspectives.
- Identify, develop and implement new systems, processes and technologies to improve efficiency and reduce costs to the Authority.
- Assesses training and development program effectiveness and revises programs accordingly.
- Designs training programs, curriculum, and related materials.
- Evaluates training and development program content and recommends modifications.
- Perform regular operations department practices, procedures and operating plans to identify and remedy issues and/or inconsistencies.

- Perform resource allocation, presentations and engage all primary and secondary stakeholder's reference safety and training plan initiatives.
- Demonstrates effective written & verbal communication and positive public relations with ability to effectively handle potentially confrontational situations.
- Supervise, train, and evaluate subordinates.
- Resolves operational problems involving airline passengers, public safety and security.
- Must be extremely safety conscious. Must be able to lift and/or move up to 50-75 pounds. Must be willing to work in inclement weather conditions; and ability and able to work odd hours/shifts, holidays, weekends, and be recalled during emergencies.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

- A Bachelor's degree.
- Possession of a valid Driver's License.
- Certified Member (CM) credentialing, or ability to obtain within six months of hire.
- Three years of work experience at a medium or large hub airport.

JOB SPECIFIC COMPENTENCIES

- Proven leadership, team-building and consensus-building skills required
- Understand and implement appropriate Federal Aviation Administration regulations and advisor circulars.
- Considerable knowledge of policies and procedures of the Operations Department.
- Knowledge of airport operations, maintenance and other airport related activities
- Knowledge of weather and NOTAM terminology used in Airport Operations.
- Thorough knowledge of federal, state and local rules and regulations pertaining to airport operations and security
- Ability to lead teams and gain commitment
- Must possess strong leadership skills and abilities
- Ability to develop, analyze and evaluate programs, policies and procedures
- Ability to work independently and organize and set priorities
- Ability to plan, assign, train, review and supervise work projects of subordinate personnel
- Ability to prepare reports, maintain records, analyze data, make procedure decisions and administer programs.
- Considerable knowledge of Federal, State and Aviation Authority rules and regulations governing use and operation of airports.
- Ability to perform independently and make critical decisions under stressful/demanding situations.
- Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency/urgent situations.
- Ability to use firearms in accordance with the airports Wildlife Hazard Management Plan.
- Organize and direct the work of multiple staff in a complex operating environment.
- Exercise tact, self-restraint, judgment, and strategy in dealing with a variety of people, including appointed and elected public officials and manage and motivate employees from diverse professional backgrounds, educational levels, specialization and affiliation.
- Speak before large and small groups within the Authority and in the community, to instruct subordinates in the performance of their duties, and to use a two-way radio effectively.
- Manage multi-agency, multifunctional teams, create/develop/manage complex projects.
- Make effective decisions regarding Airside Operations during intense or emergency related situations.
- Write grammatically correct reports, memoranda, directives, and letters to inform tenants, staff and others of airside policies and procedures.
- Understand and implement appropriate Federal Aviation Administration regulations and advisor circulars as they apply to FAR Part 139.
- Organize time, personnel and equipment to achieve objectives.
- Ability to plan and coordinate multiple activities occurring simultaneously.
- Ability to use a computer and related software.

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- Graduation from high school or possession of a GED certificate; and at least two years of service within the Airport Operations Center.
- Successful completion of all AOC dispatcher training programs
- Possession of all required certifications including Department of Health 9-1-1 PST within six months of appointment to position.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the functions, services, procedures and regulations of the assigned unit.
- Ability to support, promote, and ensure alignment with the departments/agency's goals and vision.
- Ability to establish and maintain effective working relationships with others within and outside own organization.
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Ability to remain calm and lead a team during emergency situations or incidents
- Excellent oral and written communications skills.
- Ability to effectively manage and guide group efforts.
- Ability to create solutions to problems using new methods and processes.

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.

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Tampa International Airport

Position Title: AOC Manager

POSITION OVERVIEW

Reporting to the Senior Manager, Airport Operations Center, The AOC Manager is under the umbrella of the Operations department at Tampa International Airport. The Airport Operations Center is a 40-employee dispatch center that is the central point of contact for all calls, emergent in nature and is open 24 hours a day, seven days a week. The Airport Operations Center is responsible for 911 Public Safety (Police, Fire, and EMS) calls as well as calls relating to all airport operations and systems including elevators, escalators and shuttles. This position is responsible for managing a staff of six to eight airport dispatchers on rotating shifts. Strong team building and leadership qualities is a must in this role. In addition this role is also responsible for planning, training, budgeting supplies, coordinating schedules, and controlling personnel, material, and physical resources to achieve operational and organizational objectives.

POSITION ACCOUNTIBILITIES

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.

- Manages the day-to-day operations of the unit/section, coordinates and administers assigned programs and resources.
- Manages the administration of the Emergency Communication software, 911 protocols and computer aided dispatch geographical requirements.
- Manages the emergency evacuation plan and transfer of responsibilities for the Airport Operations Center.
- Responsible for managing emergency incidents by acting as the liaison between Tampa International Airport and all responding mutual aid resources. Management includes activating the Incident Command Center and fulfilling the role of the ESF2 (NIMS) function until Senior Manager arrives.
- Manage operational impacts to Tampa International Airport such as hurricane activation, roadway and construction projects, movement of passengers and airline delays and cancellations.
- Sets direction and priorities and allocates staff and resources to projects and unit initiatives.
- Supervise personnel through providing, guidance, training and motivation to assigned staff; assigns, monitors and reviews work; evaluates performance and initiates corrective action as needed.
- Performs a variety of administrative duties in support of the unit's activities.
- Implements expectations and goals for direct reports, to ensure operational efficiency and effective administration of unit.
- Manages required equipment logs and responsible for purchasing and maintaining adequate inventory.
- Monitors work flow, data accuracy, and overall quality of work; assures processes and procedures are accomplished according to established guidelines.
- Assesses staffing needs and identifies shortfalls;
- Conduct needs analysis for new equipment, software or personnel budget items.
- Develops and submits detailed justification and persuasive arguments for proposals or unit initiatives, but has no direct budget approval responsibility.
- Coordinates with other sections and internal departments within own organization and external agencies/departments to ensure efficient flow of communications and services.
- Provides consultation to customers on matters relating to functional area.
- Collaborates with other departments to develop and implement new projects or processes for efficiency.

Department:	Public Safety
Pos. No:	00000
Pay Grade:	E3 ($65,500 – $136,200) – **Exempt**
Last update:	8/2018 Compensation

- Prepares a variety of documents for the purpose of documenting activities and administering assigned programs and resources.
- Performs other related duties as required.

COMPENSATION

Starting salary $65,000 commiserate with work experience

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and at least two years of experience working in a law enforcement agency or at least two years of experience working in a call center environment. Must attain Florida Department of Health 9-1-1 PST Certification within 6 months of appointment, Graduation from an accredited two year degree granting college or university; and at least four years of experience working in a law enforcement agency or at least four years of experience working in a call center environment. Must attain Florida Department of Health 9-1-1 PST Certification within 6 months of appointment;

High School Diploma or equivalent; and at least seven years of experience working in a law enforcement agency or at least seven years of experience working in a call center environment. Must attain Florida Department of Health 9-1-1 PST Certification within 6 months of appointment.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the functions, services, procedures and regulations of the assigned unit.
- Skill in the application of supervisory and leadership techniques.
- Ability to support, promote, and ensure alignment with the departments/agency's goals and vision.
- Ability to establish and maintain effective working relationships with others within and outside own organization.
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Ability to remain calm and lead a team during emergency situations or incidents
- Excellent oral and written communications skills.
- Ability to effectively manage and guide group efforts.
- Ability to create solutions to problems using new methods and processes.

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.

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Tampa International Airport

Position Title: *AOC Training and Compliance Manager*

POSITION OVERVIEW

Reporting to the Senior Manager, Airport Operations Center, The AOC Training and Compliance Manger is under the umbrella of the Airport Operations Department at Tampa International Airport. The Airport Operations Center is a 40-employee dispatch center that is the central point of contact for all calls, emergent in nature and is open 24 hours a day, seven days a week. The Airport Operations Center is responsible for 911 Public Safety (Police, Fire, EMS) calls as well as calls relating to all airport operations and systems including elevators, escalators and shuttles. This position is responsible for the development of the AOC training Program and Criminal Justice compliance procedures to industry standards and regulations. This role leads a staff of two Coordinators (CJIS and Training), as well as all dispatch trainees. Strong team building, leadership, and project management qualities are a must in this role. In addition this role is also responsible for planning, training, budgeting supplies, coordinating schedules, and controlling personnel, material, and physical resources to achieve operational and organizational objectives.

POSITION ACCOUNTIBILITIES

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.

- Manages the recruitment and development of a team of dispatcher trainers and mentors.
- Coordinates with Human Resources to recruit for positions and interview candidates.
- Manages the AOC's compliance of training standards and CJIS policies to industry requirements to include certification of personnel, programs, and processes.
- Responsible for the development of educational programs designed to enhance the competencies of dispatchers and trainees.
- Leads change management processes for training needs that influence AOC personnel or practices.
- Serves as the agencies lead point of contact with the FBI and FDLE on all CJIS related items and audits
- Sets direction and priorities and allocates staff and resources to projects and unit initiatives.
- Supervises personnel through providing, guidance, training and motivation to assigned staff; assigns, monitors and reviews work; evaluates performance and initiates corrective action as needed.
- Serves as the lead point of contact with the Florida Department of Health on all Training Program and Dispatcher certifications
- Performs a variety of administrative duties in support of the unit's activities.
- Responsible for coordinating and facilitating the agencies AOC Dispatcher Training Academy for new hires
- Implements expectations and goals for direct reports, to ensure operational efficiency and effective administration of unit.
- Manages required equipment logs and responsible for purchasing and maintaining adequate inventory.
- Monitors work flow, data accuracy, and overall quality of work; assures processes and procedures are accomplished according to established guidelines.
- Assesses staffing needs and identifies shortfalls;
- Conduct needs analysis for new equipment, training, software or personnel budget items.
- Develops and submits detailed justification and persuasive arguments for proposals or unit initiatives, but has no direct budget approval responsibility.

- Coordinates with other sections and internal departments within own organization and external agencies/departments to ensure efficient flow of communications and services.
- Provides consultation to customers on matters relating to functional area.
- Collaborates with other departments to develop and implement new projects or processes for efficiency.
- Prepares a variety of documents for the purpose of documenting activities and administering assigned programs and resources.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and at least two years of supervisory or training management experience working in a law enforcement agency or call center environment. Must attain Florida Department of Health 9-1-1 PST Certification within 6 months of appointment.

Graduation from an accredited two year degree granting college or university; and at least four years of supervisory or training management experience working in a law enforcement agency or call center environment. Must attain Florida Department of Health 9-1-1 PST Certification within 6 months of appointment;

High School Diploma or equivalent; and at least seven years of supervisory or training management experience working in a law enforcement agency or call center environment. Must attain Florida Department of Health 9-1-1 PST Certification within 6 months of appointment.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of adult learning principles and training curriculum development
- Considerable knowledge of CJIS material and procedures for audits
- Considerable knowledge of the functions, services, procedures and regulations of the assigned unit.
- Skill in the application of supervisory and leadership techniques.
- Ability to support, promote, and ensure alignment with the departments/agency's goals and vision.
- Ability to establish and maintain effective working relationships with others within and outside own organization.
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Ability to remain calm and lead a team during emergency situations or incidents
- Excellent oral and written communications skills.
- Proficiency in public speaking as a presenter and educator.
- Ability to effectively manage and guide group efforts.
- Ability to create solutions to problems using new methods and processes.

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Department:	Public Safety
Pos. No:	225038
Pay Grade:	E4 ($76,500 – $158,000) – **Exempt**
Last update:	3/21/2019 Talent Acquisition Team WID

Tampa International Airport

Position Title: *Airfield Operations Manager*

POSITION OVERVIEW

Performs aviation facilities management, operational and administrative duties. Primary duties include supervising airport facilities, safety programs, security functions, and other operations designed to ensure effective passenger and public services.

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.*

- Plans, organizes, supervises and directs operations, conducts training, scheduling and assignments from the Senior Manager, Airfield Operations.
- Ensures compliance with the federal and state regulations; supervise development and maintenance of the airport policies/procedures, Airport Certification Manual, Wildlife Hazard Management Plan, Airport Emergency Plan, Airport Security Plan, and Airport Master Plan, etc.
- Responds to and assists in the development of procedures for use in event of aircraft accidents, fires, or other emergencies.
- Inspects and/or reviews inspection reports of airport facilities such as runways, buildings, lighting, etc. to determine repairs, replacement, or improvements required.
- Oversees all construction projects located in the air operations area.
- Demonstrates effective written & verbal communication and positive public relations with ability to effectively handle potentially confrontational situations.
- Must be extremely safety conscious. Must be able to lift and/or move up to 50-75 pounds.
- Must be willing to work in inclement weather conditions; and ability and able to work odd hours/shifts, holidays, weekends, and be recalled during emergencies.
- Directs/Coordinates safety, security and aircraft rescue and firefighting efforts.
- Supervise, train, and evaluate subordinates.
- Oversees events that occur in the air operations area; monitors and ensures conformance with all applicable regulations and ordinances; initiates corrective action.
- Maintains liaison with the Federal Aviation Administration, air traffic control tower, certification inspectors, airlines, airport tenants and others.
- Resolves operational issues involving public safety and security.
- Provides information to representatives of various agencies, groups, governmental officials and employees to explain and interpret airport regulations and procedures.
- Issues NOTAMS (Notice to Airmen) when required by airport conditions.
- Supervises the inspection of airport facilities, including runways, taxiways, apron areas, gate positions, terminal buildings, and service roads to ensure safe and efficient operation.
- Must currently hold or obtain, within 1 year of employment, the AAAE Certified Member (C.M.) credential.
- Performs other related duties as required.

Department:	Operations
Pos. No:	00000
Pay Grade:	E3 ($65,500-136,200) – **Exempt**
Last update:	8/2018 Compensation

MINIMUM QUALIFICATIONS

- A Bachelor's degree and 2 years of commercial airport FAR Part 139 experience for a small, medium, or large hub airport as listed in the Federal Aviation Administration guide or minimum of 5 years of commercial airport FAR Part 139 experience in a small, medium, or large hub airport. Experience must be related to airport management, operations, safety and security.
- AAAE C.M. and/or ACE Operations credential (Preferred)
- Valid Driver's License

JOB SPECIFIC COMPENTENCIES

- Understand and implement appropriate Federal Aviation Administration regulations and advisor circulars as they apply to FAR Part 139.
- Considerable knowledge of policies and procedures of the Department of Operations.
- Considerable knowledge of Federal, State and Aviation Authority rules and regulations governing use and operation of airports.
- Ability to perform independently and make critical decisions under stressful/demanding situations.
- Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency/urgent situations.
- Ability to use firearms in accordance with the airports Wildlife Hazard Management Plan.
- Organize and direct the work of multiple staff in a complex operating environment.
- Collaborate with other Airport departments.
- Manage and motivate employees from diverse professional backgrounds, educational levels, specialization and affiliation.
- Speak before large and small groups within the Authority and in the community, to instruct subordinates in the performance of their duties, and to use a two-way radio effectively.
- Manage multi-agency, multifunctional teams, create/develop/manage complex projects.
- Make effective decisions regarding Airside Operations during intense or emergency related situations.
- Listen and communicate effectively.
- Develop a variety of aviation-related policies, procedures and to establish protocols for same.
- Exercise tact, self-restraint, judgment, and strategy in dealing with a variety of people, including appointed and elected public officials.
- Ability to write grammatically correct reports, memoranda, directives, and letters to inform tenants, staff and others of airside policies and procedures.
- Organize time, personnel and equipment to achieve objectives.
- Ability to plan and coordinate multiple activities occurring simultaneously.
- Ability to use a computer and related software.

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Department:	Operations
Pos. No:	00000
Pay Grade:	E3 ($65,500-136,200) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Director, Operations

POSITION OVERVIEW

Reporting to the Vice President of Operations & Customer Service, this position is responsible for directing the day-to-day activities and operations at Tampa International Airport involving the safety and convenience of persons using the airport.

The Director of Operations is responsible for assessing airport operations and implementing activities to meet those needs. The Director recommends improvements or expansions to the facility that would enhance the customer service experience and enhance the accommodations of the passengers and airlines.

The Director of Operations is responsible for enforcing the Operational Policies, Procedures, Rules, Regulations and Operating Directives. The Director recommends changes and additions to such procedures in order to increase the safety, security, and efficiency of the airport operation.

The Director serves as a liaison to the Airline Station Managers and other tenants to understand their needs and coordinate joint activities to their successful completion.

Acts as the Authority's coordinator for contracted aircraft rescue and firefighting services with the City of Tampa Fire Department. In coordination with the TFR Airport Fire Chief, coordinates emergency services equipment and procedures. Develops emergency plans with coordination of outside agencies.

The Director is responsible for airport airfield activity. Manages airports per-use facilities including programming, procedures, and documentation.

POSITION ACCOUNTIBILITIES

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.

- Creates, coordinates, and enforces operational procedures and directives to ensure compliance with Federal Aviation Administration and Transportation Security Administration regulations. Prepares and maintains the status of the Airport's Certification Manual and the Emergency Response Plan.
- Supervises the off-hour management staff for comprehensive 24-hour management resources.
- Monitors airport operations and directs operations staff to ensure safe and efficient service to airport users.
- Acts quickly and decisively in emergencies and unusual situations involving the operation of airports, taking such action as needed to move equipment, settle public unrest, and make judicial decisions in disputes - all to ensure smooth functioning of the airport.
- Acts for the Vice President of Operations & Customer Service in his/her absence to ensure consistent and smoother functioning of the airport.

Reporting directly to the Director of Operations are:

1. Operations Manager, Terminal Services Manager, and Parking and Ground Transportation Manager: Responsible for 24-hour comprehensive airport management presence and day-to-day operational activities. Performs specialized operational related projects.
2. Airport Operations Specialist: Management assistance and training program.

MINIMUM QUALIFICATIONS

The qualifications to perform successfully in this position are a Bachelor's degree or the equivalent in public or business administration, airport management, or a related field, plus at least five years of experience of a responsible nature supervising operations at a large or medium hub airport. This should include a thorough knowledge of federal and state regulations governing the use and operation of airports.

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Tampa International Airport

Position Title: Executive Assistant

POSITION OVERVIEW

The Executive Assistant provides administrative support for a Vice President (VP), and is responsible for the overall effective administration of the VP's office and its interactions with internal and external stakeholders. In managing the VP's overall calendar, the Executive Assistant understands priorities and uses good judgment to manage inevitable conflicts in requests for meetings and also is able to screen out or manage lower priority activities. The Executive Assistant to the VP interacts with the Leadership Team, Board members, staff, volunteers and stakeholders.

POSITION ACCOUNTIBILITIES

- Manages VP's calendar (internal and external activities), develop and/or organize materials and coordinate logistics for meetings. Creates contact reports and keeps track of next steps as appropriate.
- Draft and/or proof communications, correspondence, presentations, minutes, agendas and other administrative documents as needed for VP
- Serves as liaison to the Leadership Team (VP's direct reports)
- Manages the overall flow of information and communication about decisions from the VP's office to staff and other members of leadership
- Create and maintain systems and procedures to ensure effective implementation of the VP's directives
- Arranges complex travel plans for the VP and other staff when required
- Prepares and reconciles expense reports (including travel) expenses in electronic system on behalf of VP

MINIMUM QUALIFICATIONS

Qualifications to perform successfully in this position include graduation from an accredited four-year degree granting college or university in Business Administration, Public Administration or a related field and at least five years of extensive experience in an executive administrative support position.

Demonstrated typing and computer related skills and the ability to communicate effectively orally and in writing. Must be able to work in a fast paced environment, work flexible hours, and have a strong attention to detail. Excellent organizational and interpersonal skills are required.

JOB SPECIFIC COMPENTENCIES

- Advanced reasoning abilities are required to perform all essential accountabilities of this position.
- Exceptional verbal, written communication and interpersonal skills
- Excellent organizational skills for handling a variety of details and setting administrative and production priorities.
- Ability to work under pressure and can follow through to completion of assigned projects
- Ability to work in a flexible work environment that may require extra or varied hours
- Advanced knowledge, skill and ability of office management practices, current office technology and related computer programs including but not limited to Microsoft Office

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Department:	Operations & Customer Service
Pos. No:	14802
Pay Grade:	E1 ($48,200 – $100,200) – **Exempt**
Last update:	8/2018 Compensation

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Department:	Operations & Customer Service
Pos. No:	14802
Pay Grade:	E1 ($48,200 – $100,200) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Ground Transportation Specialist

POSITION OVERVIEW

Performs day-to-day operational management duties for a small functional unit which provides routine programs and services in any of a large variety of departments and agencies, with responsibility for planning, coordinating, supervising and controlling assigned resources to achieve unit/section objectives. Position is an entry level manager and managers in this class typically manage clerical, maintenance and technical employees.

POSITION ACCOUNTIBILITIES

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.

- Manages the day-to-day operations of the unit/section, coordinates and administers assigned programs and resources.
- Sets direction and priorities and allocates staff and resources to projects and unit initiatives.
- Provides supervision, guidance, training and motivation to assigned staff; assigns, monitors and reviews work; evaluates performance and initiates corrective action as needed, including termination.
- Performs a variety of administrative duties in support of the unit's activities.
- Implements goals, policies, procedures and guidelines to ensure operational efficiency and effective administration of unit.
- Monitors work flow, data accuracy, and overall quality of work; assures processes and procedures are accomplished according to established guidelines.
- Assesses staffing needs and identifies shortfalls; interviews, recruits and hires new staff.
- Participates in budget development by providing detailed justification and persuasive arguments for proposals or unit initiatives, but has no direct budget approval responsibility.
- Coordinates with other branches/sections within own organization and external agencies/departments to ensure efficient flow of communications and services.
- Provides consultation to customers on matters relating to functional area.
- Prepares a variety of documents for the purpose of documenting activities and administering assigned programs and resources.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and
Two years of experience directly related to the position duties.

Or

Any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the functions, services, procedures and regulations of the assigned unit.
- Skill in the application of supervisory techniques.
- Ability to support, promote, and ensure alignment with the departments/agency's goals and vision.
- Ability to effectively recruit, select, develop and retain competent staff.
- Ability to establish and maintain effective working relationships with others within and outside own organization.
- Ability to use initiative and exercise sound judgment.
- Ability to communicate effectively, orally and in writing.
- Ability to effectively manage and guide group efforts.
- Ability to create solutions to problems using new methods and processes.

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Tampa International Airport

Position Title: Manager, AOC Leadership and Performance

POSITION OVERVIEW

The Manager, AOC Leadership and Performance, reports directly to the Senior Manager, Airport Operations Center (AOC) The AOC falls under the umbrella of the Airport Operation's Department at Tampa International Airport. The AOC is the central point of contact for all Authority-related communications and is open 24 hours a day, seven days a week. The AOC is responsible for 911 Public Safety (E.g. Police, Fire, EMS) calls, as well as calls relating to all airport operations and systems, including elevators, escalators, and shuttles.

This position is responsible for the daily operation and leadership of the AOC. The role of the Manager, AOC Leadership and Performance is to lead a staff of shift managers to which all dispatchers report. Strong team building, leadership, and project management skills are a must in this role. In addition, this role is also responsible for planning AOC staffing, budgeting supplies, evaluating performance, and controlling personnel, material, and physical resources to achieve day-to-day operational and organizational objectives.

POSITION ACCOUNTIBILITIES

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- Leads and develops a team of AOC shift managers that will deliver consistent and successful leadership to subordinates.
- Promotes relationships between AOC dispatchers and shift managers to facilitate and foster engagement and professional development.
- Coordinates with the AOC Manager of Training and Compliance to address gaps in staffing and team performance.
- Implements and oversees the operational standards of the AOC across all hours and shifts.
- Leads change management processes that influence AOC personnel or practices.
- Sets direction and prioritizes the allocation of staff and resources to projects and AOC initiatives.
- Reviews applicable technology and literature, surveys agency/department personnel, and confers with Senior Manager and other stakeholders to determine the needs of the AOC.
- Identifies, develops, and implements new systems, processes, and technologies to improve efficiency and reduce costs to the Authority.
- Performs regular AOC department practices, procedures, and operating guides to identify and remedy issues and/or inconsistencies.
- Manages personnel through providing guidance, training, and motivation to assigned staff; Assigns, monitors, and reviews work; and evaluates performance and initiates corrective action as needed.
- Performs a variety of project and administrative duties in support of the unit's activities.
- Implements expectations and goals for direct reports to ensure operational efficiency and effective administration of the unit.
- Manages required equipment logs and is responsible for purchasing and maintaining adequate inventory.
- Demonstrates effective written and verbal communication, and positive public relations, with the ability to effectively handle potentially confrontational situations.
- Monitors work flow, data accuracy, and overall quality of work, and assures that processes and procedures are accomplished according to established guidelines.

Department:	Public Safety
Pos. No:	00000
Pay Grade:	E4 ($65,500 – $136,200) – **Exempt**
Last update:	1/24/2018 Compensation

- Develops and submits detailed justification and persuasive arguments for proposals or unit initiatives, but has no direct budget approval responsibility.
- Coordinates with other sections and internal departments within own organization and external agencies/departments to ensure efficient flow of communications and services.
- Provides consultation to customers on matters relating to functional area.
- Collaborates with other departments to develop and implement new projects or processes for efficiency.
- Prepares a variety of documents for the purpose of documenting activities and administering assigned programs and resources.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

- Graduation from an accredited four year degree granting college or university; and at least two years of management experience working in a law enforcement agency or call center environment. Must attain Florida Department of Health 9-1-1 PST Certification within 6 months of appointment; or
- Graduation from an accredited two year degree granting college or university; and at least four years of management experience working in a law enforcement agency or call center environment. Must attain Florida Department of Health 9-1-1 PST Certification within 6 months of appointment; or
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JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the functions, services, procedures, and regulations of the assigned unit.
- Skill in the application of supervisory and leadership techniques.
- Ability to support, promote, and ensure alignment with the departments/agency's goals and vision.
- Ability to establish and maintain effective working relationships with others within and outside own organization.
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Ability to remain calm and lead a team during emergency situations or incidents.
- Excellent oral and written communications skills.
- Proficiency in public speaking
- Ability to effectively manage and guide group efforts.
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- ***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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region. As a good neighbor and community partner, we are committed to providing opportunities and making responsible choices that benefit our region.

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Tampa International Airport

Position Title: Senior Airport Dispatcher

POSITION OVERVIEW

The Senior Airport Dispatcher position is part of a 911-dispatcher team which supports Tampa International Airport operations and public safety and security activity within the airport and surrounding area 24 hours every day. This 38-person team is under the umbrella of Airport Police Department. In this position, the Senior Dispatchers will monitor and operate systems that include communication of video security and patron transportation, such as the Airport's monorail and shuttle systems, while taking customer service phone calls from patrons and fellow employees looking for assistance. A Senior Dispatcher will also be responsible for processing lost and found items and cataloging them for inventory. Additionally, the Senior Dispatcher will maintain certification as a Public Safety Tele communicator as defined by the Florida Department of Health. The Senior Dispatcher will prepare the dispatcher to answer emergency phone calls, process sensitive law enforcement information, and dispatch first responders by radio.

POSITION ACCOUNTIBILITIES

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.

- Monitors airport audio and video operations and public safety communication systems.
- Receives incoming 911 emergency and non-emergency calls for assistance, makes inquiries to solicit relevant information, and assesses information to determine the nature and urgency of calls for assistance.
- Enters public safety related information into the Computer Aided Dispatch (CAD) system and/or redirects calls to specific or alternate emergency responding agencies or departments.
- Dispatches emergency response personnel using digital and/or analog voice communications equipment, and/or an emergency computer dispatch system.
- Accesses and enters sensitive law enforcement data in local, state, and federal data bases for investigative purposes including use of the Florida Crime Information Center (FCIC) and the National Crime Information Center (NCIC) databases.
- Determines the location of emergency and non-emergency calls initiated from land lines or cellular phones using a Global Positioning System (GPS).
- Researches local, state and federal databases when requested or when circumstances dictate to review criminal justice records, search for outstanding warrants, and locate other relevant data, and provides information to emergency response personnel prior to arrival at the emergency location.
- Operates various computer systems and programs including aviation specific systems, airport facility systems and equipment, security alarm systems, and closed circuit television (CCTV) systems.
- Activates the Aviation Authority emergency communications notification system to notify tenants and authorities of emergencies, impending severe weather, and other critical airport operational impacts.
- Responds to requests for flight information, pages, general information, and inquiries from the general public and tenants regarding airport operations and public safety issues.
- Conveys a variety of information related to airport operations and public safety activities to airport personnel, vendors, service contractors, and the general public as required.
- Responds to lost and found inquiries, enters information to maintain the lost and found database, and releases lost and found items to owner.
- Maintains records and reports, including shift reports and operations logs.
- Initiates emergency and non-emergency call-backs to obtain additional information or to follow-up on disconnected calls.
- Performs duties at temporary emergency command centers and locations during periods of local, state and national emergencies, as required.
- Testifies in court to provide an accurate account of information related to emergency/non-emergency calls for assistance, as required.

- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED certificate; and
Successful completion of all designated airport operations and law enforcement dispatcher training programs including possession of all required certifications.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of CJNET, FCIC and NCIC law enforcement databases.
- Working knowledge of the Airport Communication Center regulations and standard operating procedures, and airport operations and public safety dispatching systems.
- Working knowledge of the Airport layout, facilities, operations systems, and airport public safety operations.
- Working knowledge of Aviation Authority policies, procedures and guidelines.
- Working knowledge of effective communication techniques.
- Working knowledge of digital and audio communications equipment operation.
- Working knowledge of computerized mapping systems and related software use and application.
- Working knowledge of CPR and First Aid procedures and techniques.
- Working knowledge of law enforcement, emergency medical, and fire terminology.
- Skill in the operation of a multi-line or computerized telephone, and in the operation of digital, audio or radio communications equipment.
- Ability to multitask under potentially stressful conditions.
- Ability to demonstrate a high degree of customer service skills while interacting with both external and internal customers.
- Ability to accurately assess emergency and non-emergency information, make correct decisions, and take appropriate action.
- Ability to use a computer and related software.
- Ability to communicate effectively, both orally and in writing.
- Ability to follow established procedures and pay close attention to detail.
- Ability to locate offices, agencies or individuals promptly through directories or other information sources.
- Ability to maintain confidential information.
- Ability to work effectively with others.
- Ability to accurately sort, file, and retrieve material using alphabetical, numerical or chronological systems.
- Ability and willingness to work rotating shifts including nights, weekends and holidays.

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application and testing process. The decision on granting reasonable accommodation requests will be on a case-by-case basis.

Department:	Public Safety and Security
Pos. No:	00000
Pay Grade:	NE4 ($19.04 – $35.72) –Non **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Senior Manager, Terminal Operations and Security Administration

POSITION OVERVIEW

Reporting to the Director of Operations, the Manager of Terminal Operations is responsible for the development and administrations of the rules, regulations, and operating directives relating to terminal operations activities. This position is also responsible for managing the Security Administration functions to include operation of the Security Access Control, Close Circuit Camera and Television System, the Security ID Badge Media Office and System, and the Interactive ID Badging Training Systems. This position will proactively coordinate and interact with airport tenants, outside government agencies, Authority leadership and departmental staff on matters influencing the operations within the terminal buildings of the airport to include terminal construction impacts, maintenance department work efforts, and operation administration of the airport's flight information system. Incumbent will also be responsible for managing the TSA approved Airport Security Program.

Reporting directly to the Manager of Terminal Operations are the following positions:

- Security Operations and Compliance Manager
- Airport Credentials Manager

POSITION ACCOUNTABILITIES

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.

- Manages and administers the rules, regulations, and operating directives relating to terminal operations activities; coordinates with airport stakeholders on matters influencing operations within terminal buildings.
- Manages the airport's Terminal Standards and Sign Program.
- Manages the airport's security and ID badging office including issuance of airport security badges, Criminal History Records Checks (CHRC) and Security Threat Assessments (STA) as well as the Airport's Access Control System consisting of doors, gates and alarm points.
- Creates and modifies security policies and procedures according to TSA Regulations; Liaison between TSA and Aviation Authority regarding all security directives and regulations and maintains TSA approved Airport Security Program
- Coordinates Access Control and CCTV system applications with Airport Operations Center, Maintenance and IT
- Responsible for the Authority's remote baggage check-in program.
- Handles CCTV review and archived video footage requests for Airport's CCTV system.
- Receives, investigates, and provides resolution to customer service issues with airport tenants and customers.
- Responsible for Terminal Operations Construction Coordination.
- Special Projects as required.

Leadership Qualities:

- Strong leadership, team-building and consensus-building skills required.
- Strong customer service skills is a must.
- Results driven, accountable and decisive with an ability to execute plans that are operationally sound.
- Visible, enthusiastic, and a high energy level.
- Strong interpersonal, oral and written communication skills.
- Strong analytical and problem resolution skills required.

MINIMUM QUALIFICATIONS

The qualifications to perform successfully in this position are a Bachelor's Degree in Airport Operations/Management, Business Administration, or closely related field from an accredited college or university. The incumbent should possess exceptional leadership, communication and presentation skills. Successful candidate should possess an understanding of airport security operations and airport facility management, federal, state and local rules and regulations affecting such operations, and business principles and practices as they relate to management of airport operations, and facilities. The incumbent should have a minimum of five years of progressively responsible experience at a medium or large HUB airport in terminal and security operations or large public facility requiring multiple levels of security, as well as administration of service or management contracts. Must possess a current Driver's License.

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Tampa International Airport

Position Title: Senior Manager, Airfield Operations

POSITION OVERVIEW

Reporting to the Director of Operations, this position is responsible for managing daily operations of the airfield and ramp operations on a 24/7 basis; and administers the allocation of resources, establishing policies and procedures, initiating programs, and managing personnel to ensure the continuity of operations; coordinates, monitors, and/or implements operational activities with key management representatives from the airlines, FAA, TSA, tenants, construction and other individuals within and outside the Authority.

POSITION ACCOUNTIBILITIES

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.

- Supervision of the duty operations staff and their respective project activities and responsibilities.
- Coordination and interaction with airport tenants, airline managers, Authority staff, construction contractors and FAA management on any matters that may impact the operation of the airport.
- Attends construction progress meetings, provides reports, and coordinates Operations oversight and monitoring efforts.
- Primary Operations representative for issues in a customer service capacity to the airlines and FAA to include problem resolution.
- Represents Operations in and through the project development process.
- Develops and administers policies and procedures to maintain a current Federal Aviation Administration operating certificate.
- Reviews engineering and construction plans.
- Implements and manages programs and specific management assignments by researching, evaluating alternatives and selecting courses of action.

- **Reporting directly to the Manager of Airfield Operations are the following positions:**
- Airport Operations Managers responsible for 24-hour comprehensive airport management presence and day-to-day operational activities; and specialized operational related projects.
- Airport Operations Specialists who support and assist the Airport Operations Managers.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position include a four-year degree from an accredited college or university in Airport or Aviation Management, Public or Business Administration, or related degree; and four years of supervisory and managerial experience in airport operations at a large or medium hub airport. This should include a thorough knowledge of federal and state regulations governing the use and operation of airports.

JOB SPECIFIC COMPENTENCIES

- Extensive knowledge of the field of airport operations to include 139 Certification and emergency procedures
- Specific knowledge of Tampa International Airport operations with respect to rules and regulations and operating directives
- Extensive knowledge of the principles and practices of management

Department:	Operations
Pos. No:	00154
Pay Grade:	E5 ($89,000 – $185,000) – **Exempt**
Last update:	8/2018 Compensation

- Extensive knowledge of the computer-based gate management system and flight information systems
- Skill in application of management and supervisory techniques
- Ability to establish and maintain effective working relations with others within and outside the Authority
- Effective oral and written communication skills
- Ability to use considerable initiative, think independently, and exercise sound judgment

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Tampa International Airport

Position Title: *Senior Manager, Airport Operations Center*

POSITION OVERVIEW

The Senior Manager, Airport Operations Center reports to the Director of Public Safety and Security under the umbrella of the Airport Police Department at Tampa International Airport. The Airport Operations Center is a 40-employee dispatch center that is the central point of contact for all calls, emergent in nature and is open 24 hours a day, seven days a week. The operations center is responsible for 911 Public Safety (Police, Fire, and EMS) calls as well as calls relating to all airport systems including elevators, escalators and shuttles. This position is responsible for managing a staff of five staff supervisors and a team of 30 dispatchers on rotating shifts. Strong and proven leadership is a must in this role. In addition to the leadership responsibilities this role is also responsible for planning, budgeting, coordinating, and controlling personnel, material, and physical resources to achieve operational and organizational objectives.

POSITION ACCOUNTIBILITIES

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.

- Manages, plans and provides direction to staff to ensure effective operation of the Airport Operations Center.
- Manages subordinate staff by scheduling, assigning and reviewing work; providing training and counseling and evaluating performance; initiates corrective action, if needed.
- Provides supervision, guidance and motivation to assigned personnel.
- Establishes administrative policies, procedures, and guidelines to ensure operational efficiency and effective administration of assigned personnel.
- Coordinates assignments for the Airport Operations Center, assigns staff to ensure adequate coverage, monitors activities to ensure adequate staffing and coordinates backup support for contingency actions.
- Reviews and acts on management, administrative, and operational problems.
- Determines funding requirements, develops and manages the Airport Operations Center annual operating budget and monitors status of allocated funds and controls expenses.
- Coordinates with other branches/sections within own organization and external agencies/departments to ensure efficient flow of communications and service; interprets, explains and ensures compliance with program requirements, regulations and procedures.
- Assesses Airport Operations Center manpower needs and identifies shortfalls; interviews and recruits, or assists in the recruitment, of new personnel.
- Can perform any duties expected of subordinate Airport Operations Center personnel.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and Four years of experience directly related to the position duties, two of which must have been in a supervisory capacity.
OR
A Master's Degree from an accredited college or university in Aviation Management or a related field; and
Three years of supervisory experience directly related to the position duties. OR

An Associate's Degree in **Aviation Management or a related field**; from an accredited college or university; and
Six years of experience directly related to the position duties, three of which must have been in a supervisory capacity.
OR

Graduation from high school or possession of a GED Certificate; and
Seven years of experience directly related to the position duties, four of which must have been in a supervisory capacity.

APPOINTING AUTHORITY MAY REQUIRE

Possession of a valid Driver License.

Department:	Operations
Pos. No:	221044
Pay Grade:	E5 ($89,000 – $185,000) – **Exempt**
Last update:	8/2018 Compensation

Depending on area of assignment, incumbents may be required to possess various licenses or certifications at time of hire or obtain them within a specified period of time after hire.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the principles and practices of management.
- Considerable knowledge of the functions, activities, requirements, objectives of the specific program/functional area to which assigned.
- Excellent oral and written communications skills.
- Skill in the application of management techniques.
- Ability to establish and maintain effective working relations with others within and outside own organization.
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Capable of gaining a strong knowledge of the airport Emergency and Security protocols
- A strategic thinker who can analyzes present conditions, forecast future needs

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Tampa International Airport

Position Title: Senior Manager, Parking and Ground Transportation

POSITION OVERVIEW

Under the leadership of the Director of Operations, the Manager of Parking and Ground Transportation is responsible for the development and execution of the Aviation Authority's policies and strategic business objectives in support of the Parking and Ground Transportation system; proactively manages the day-to-day operations of all parking facilities; interfaces with Parking and Ground Transportation providers and businesses; ensures that customer service standards are met or exceeded; proactively identifies and recommends to the Director opportunities to make the Parking and Ground Transportation operation financially sustainable; conducts market research in support of the business objectives; actively monitors the competitive landscape and proactively identifies and recommends best practices of other Parking and Ground Transportation operations. Performs additional duties as deemed necessary by the Director of Operations and is entrusted with confidential information.

This position will oversee the planning and development of the Authority's Parking and Ground Transportation System as well as managing parking management contract and operations, various ground transportation contracts and ground transportation permitting processes. Responsibilities include planning and implementation of Authority short and long term revenue goals; working with other Authority Departments related to planning, business development, marketing programs, capital improvement programs and construction; directing day-to-day activities of existing facilities and services. This position is expected to use independent judgment and initiative to accomplish performance objectives while demonstrating the ability to effectively balance multiple high priority tasks simultaneously.

Leadership Qualities:

- Strong leadership, team-building and consensus-building skills required.
- Results driven, accountable and decisive with an ability to execute plans that are operationally sound.
- Visible, enthusiastic, and a high energy level.
- Strong interpersonal, oral and written communication skills.
- Strong analytical and problem resolution skills required.

Reporting directly to the Manager of Parking and Ground Transportation are the following positions:

- Parking Manager, who manages and coordinates the day-to-day administration of the Parking Management contract at Tampa International Airport to include auditing and reporting daily and monthly revenue and expenses.
- Ground Transportation Manager, who manages the day-to-day operation of ground transportation, to include considerable daily contact with ground transportation companies and ensures compliance with Authority policies and procedures.

POSITION ACCOUNTIBILITIES

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.

- Manages the parking management contract and operation to ensure a high level of public service, capacity to meet demand and strict revenue control.

- Participates in the creation of contract documents for the management of the public parking facilities, shuttle bus operation, limousine, charter buses, courtesy vehicles and taxicab service; and administers these contracts, permits and procedures. Establishes rules and operating procedures for ground transportation operators and operations.
- Develops, evaluates, and implements capital improvement goals, objectives, policies, programs, and procedures; prepares and analyzes statistical reports and develops and reviews goals and objectives with the Director; assures departmental activities are in compliance with all laws, policies, regulations, timelines and goals.
- Plans, directs and evaluates the work of subordinates.
- Determines proficiency and training needs of subordinates to maintain a high level of service to our customers.
- Responds to operational and emergency situations 24 hours a day, 7 days a week.
- Coordinates with other Authority departments in the creation of Project Management Plans (PMP) for projects that support the Authority's development program; participates in planning of future airport development programs, capital improvement programs, and airport master plan updates.
- Establishes cooperative relationships with the public and tenants; confers with other entities, business and commercial representatives and general public about development and operational matters; coordinates Parking and Ground Transportation related activities with other departments, and with outside agencies; responds to public inquiries and complaints relative to parking and ground transportation services.
- Proactively identifies opportunities to make the Parking and Ground Transportation operation financially sustainable by growing the business and generating a profit. Works with other Aviation Authority Departments in identifying potential business development opportunities.
- Actively monitors the competitive landscape, and proactively identifies and recommends best practices of other Parking and Ground Transportation operations. Researches and stays abreast of current industry issues in order to anticipate impacts from industry changes.
- Assists the Director of Operations with budget preparation and ensures department expenditures are kept within the budget parameters as approved by the Authority

MINIMUM QUALIFICATIONS

The qualifications to perform successfully in this position are a Bachelor's Degree in Airport Operations/Management, Business Administration, or closely related field from an accredited college or university. The incumbent should possess exceptional leadership, communication and presentation skills. Successful candidate should possess an understanding of airport parking facility development and ground transportation operations, federal, state and local rules and regulations affecting such operations, and business principles and practices as they relate to management of parking and ground transportation contracts and facilities. The incumbent should have a minimum of four years of progressively responsible experience at a medium or large HUB airport in operations or public parking and ground transportation, administration of service or management contracts. Must possess a current Driver's License.

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Department:	Operations
Pos. No:	13634
Pay Grade:	E5 ($89,000 – $185,000) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: *Senior Manager, Safety and Resilience*

POSITION OVERVIEW

The Senior Manager of Emergency and Contingency Planning leads and develops the strategy and direction of the emergency and contingency planning program at Tampa International Airport (TPA); coordinates and directs emergency management, disaster operations, contingency planning and business continuity planning; supports the Incident Commander during activations; develops, controls, directs and executes operational drills, exercises, plans and other related preparedness activities at TPA. Additionally, the Senior Manager of Emergency and Contingency Planning is directly involved and responsible for various programs as assigned involving continuity of airport operations, response, recovery, and hazard impact mitigation in accordance with FAA and other related state and federal organizational requirements. Works with HCAA departments, Airlines, Tenants, Federal, State and Local Agencies ensuring emergency plans are current, exercised, and adhered to in times of emergency response. Serves as TPA's liaison to Local, State and Federal Emergency Management Agencies.

POSITION ACCOUNTABILITIES

- Serves as Tampa International Airport's (TPA) point-person for emergency preparedness and management, and is the principle coordinator for TPA emergency operations planning, response and exercise.
- Designs, collaborates, communicates, educates, exercises and evaluates all emergency response and contingency plans specific to TPA's operations.
- Collaborates and coordinates the efforts of all HCAA departments and TPA tenants to ensure appropriate preparedness, response, recovery and mitigation are carried out.
- Designs, coordinates, executes, and evaluates Departmental exercises to ensure that all employees completely understand the Airport Emergency Plan and their role as part of the plan. This includes emergency preparedness and response to all-hazards incidents, including but not limited to aircraft incidents, terrorism incidents and bomb threats, hazardous materials incidents, facility evacuations, family assistance, and communicable disease.
- Develops and coordinates an effective business continuity plan in the event of an emergency or contingency activation at TPA.
- Serves as a resource to all TPA departments in analyzing and evaluating emergency plans to ensure they continue to meet the current needs of the organization.
- Leads all aspects of the required FAA Part 139 Annual Plan Review and Tri-Annual Full Scale Exercise. This process includes the development, execution, facilitation, evaluation and implementation of corrective actions.
- Evaluates and reviews updates to tenants/airline emergency response plans to ensure they address all areas of emergency management and are in conjunction with the Airports Emergency Plan.
- Key member of Airport's incident management team during event response; provides leadership in emergency situations.
- Operates and maintains the Incident Command Center (ICC) as a site from which key leaders and stakeholders can support operations during an emergency event.
- Able to assume all roles in the ICC, before, during, and following events, facilitates timely and complete situation information, including damage assessment, during and after emergency events.
- Ensures that all appropriate tracking, reporting, and documentation is completed and reported to the appropriate authorities in a timely manner
- Interfaces with accident investigation teams in all areas of emergency management.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

- Bachelor's degree in Emergency Management or a related field.
- Six (6) years related experience and/or training with special emphasis on ICC/EOC operations management and ICC/EOC position specific development, and emergency training, drills, and exercises.
- Two (2) years of leadership experience in an Emergency Operations Center during activations.
- Must have led the planning and facilitation of at least two (2) successful full scale exercises, serving during facilitation as either the Chief Controller or the Exercise Director.
- Experience with emergency management, command and control and training/experience. Experience with large public facilities desirable.
- Must have certificate of completion from the Department of Homeland Security (FEMA) for National Incident Management System (NIMS) training, including ICS 400, and prerequisites.

JOB SPECIFIC COMPETENCIES

- Must be flexible and available to respond to the Airport 24/7/365 as needed.
- Ability to speak publicly to large groups.
- Demonstrated ability to work effectively and exhibit leadership in a stressful environment.
- Results driven, possesses solid execution skills with a demonstrated track record of getting things done.
- Team player that is passionate with an ability to inspire others to follow.
- Works independently with little supervision or direction.
- Must possess a track record with proven results in enhancing the safety and security of guests and employees.
- Ability to work in a fast-paced environment and effectively balance multiple competing priorities.
- Ability to make presentations to Executive level leadership and Board of Directors.

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Tampa International Airport

Position Title: CAD/BIM Manager

POSITION OVERVIEW

Nature of Position: Tampa International Airport is seeking an experienced Computer Aided Design (CAD) and Building Information Modeling (BIM) Manager to develop, implement and maintain the Authority's Landside and Airside CAD and BIM capabilities. The CAD/BIM Manager will be responsible for creating and executing a vision for BIM at Tampa International Airport (TPA) and the General Aviation airports, which reflects the forefront of industry trends to better leverage the BIM environment. The CAD/BIM Manager will maintain and update the current CAD standards, develop and maintain BIM standards, define BIM business needs, improve business processes and asset management, and maintain accurate and up-to-date building documentation. The CAD/BIM Manager is expected to engage with both internal and external entities.

Ideal candidates will have a minimum of five (5) years' experience managing CAD/BIM workflows and coordinating complex, multi-disciplined BIM models and/or civil site plans utilizing industry recognized best practices. Ideal candidates are creative, collaborative, self-motivated, positive and nimble with excellent verbal and written communication skills. A high level of aptitude of Autodesk Revit is required.

In addition to the overall management of BIM resources, the CAD/BIM Manager will maintain and create exhibits for the Authority's internal departments, collaborate with the Authority's GIS team in asset collection and management, and maintain the Authority's project drawing archives including master building, site and utility drawings.

POSITION RESPONSIBILITIES

- Develop, implement and maintain BIM/CAD standards, documentation and workflow processes
- Maintain existing base files and background files (BIM/CAD) of Authority facilities and coordinate the acquisition and inclusion of new spatial data, utilities, drainage and/or properties or buildings
- Expand and administer existing quality control/assurance programs for the adherence of BIM and CAD submissions from design and construction professionals to Authority standards
- Communicate BIM initiatives and promote the BIM program
- Proactively engage departmental leaders and project directors regarding the implementation of BIM within the Authority's Capital Improvement Program (CIP)
- Assist internal project work to include modeling, detailing and documentation (as needed)
- Manage and distribute digital documents to internal and external customers
- Maintain paper and electronic drawing archives including conversions of paper and digital formats to PDF
- Coordinate facility space identification systems including Propworks and address identification databases
- Develop and maintain a wide range of drawing exhibits such as Project Management Plan (PMP) exhibits, lease exhibits, property maps, site plans, special use plans, security plans, facility floor plans, incident reports and signs
- Collaborate with the Authority's Geographic Information System (GIS) database to include asset collection and management
- Assist with the preparation of PowerPoint presentations
- Maintain the Authority's large-format plotters and scanner
- Stay informed on industry recognized best practices and trends for Revit and BIM
- Other related duties as assigned

MINIMUM QUALIFICATIONS

- Five (5) year's experience managing or administering complex, multi-disciplinary BIM projects

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- Experience managing and developing BIM standards and practices
- Advanced knowledge and fluency in Revit and AutoCAD
- Knowledge of A360, Navisworks and/or Dynamo
- Fluent knowledge of multi-disciplinary model coordination, worksharing, shared coordinates, model templates, family creation, and project parameters
- Articulate communication and presentation skills with the ability to convey BIM concepts to all levels of Authority leadership, project managers, designers and contractors
- Experience in MS Office, specifically PowerPoint and Excel

PREFERRED QUALIFICATIONS

- Experience working at an airport or in Aviation design or construction
- Working knowledge of AutoCAD Civil 3D
- Experience integrating ArcGIS with Revit/AutoCAD
- Working knowledge of Photoshop, Illustrator and/or InDesign
- Experience utilizing COBie data as a means of collecting asset information in BIM

TPA MISSION STATEMENT

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DRAFT

POSITION OVERVIEW

Reporting to the Senior Manager of Construction, the Construction Project Manager is responsible for managerial and administrative work in planning, organizing, directing, and executing new Construction. The position identifies and tracks changes in budgets, tracks progress, and oversees implementation of the overall design. In addition, the incumbent will make recommendations regarding recovery schedules, value engineering of design elements, and evaluate the overall risk of the project and work with fellow team members in improving safety. The Construction Project Manager will interact with the Authority's consultants, engineers, parking & retail vendors, Operations, FAA, and other agencies in representing the Authority's interest. The Construction Project Manager will be required to maintaining confidentiality during contract negotiations and when working with procurement.

The Construction Project Manager will work under the direction of the Senior Manager of Construction with considerable latitude for independent judgment as to the technical aspects and implementation of the construction projects.

POSITION ACCOUNTIBILITIES

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.

- Responsible for developing and managing strategies for effectively communicating with key personnel both internal and external stakeholders.
- Tracking and monitoring both State and Federal programs and assuring adherence and compliance.
- Oversee the contractors pay application approval process and negotiate contractor's Schedule of Values.
- Provide leadership for the airport's construction program and provide guidance for the day to day operations, administration, and decision making.
- Develop and implement new policies and programs needed to track and monitor contract adherence.
- Represent the Agency during weekly/monthly meetings with the contractors and designers.
- Work with project inspectors as required ensuring contract compliance and continuity.
- Coordinate construction related activities with tenants. Craft written notifications as well as conduction face to face meetings.
- Coordinate and notify tenants and fellow departments as needed when services are being impacted or interrupted.

MINIMUM QUALIFICATIONS

A four-year degree from an accredited university in Construction Management, Engineering, Architecture or related field; and a minimum of 5 years of experience working in the field in construction management and/or supervision. The ideal candidate will have strong people skills, exceptional leadership, and solid oral and written communication skills.

OR

An Associate's Degree from an accredited college plus 7 years of experience in the field regarding construction management or supervision.

Other requirements: Proficient in the use of Windows and Microsoft Office software (Word, Excel, Projects, and Outlook).

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Tampa International Airport

Position Title: Director of Construction

POSITION OVERVIEW

Reporting to the Assistant Vice President of Planning and Development the Director of Construction represents the Authority in the administrative and operational details of ongoing construction activities. The Director of Construction insures that all construction projects are proceeding in accordance with the requirements of the project plans and specifications and in accordance with the requirements of the Authority.

This position will provide oversight of the communication between Authority Staff, contractors, designers, inspectors and the Authority's Consulting Engineer on all construction projects ; provides oversight of the schedules of construction for all projects and assures that construction phasing, conflicts between contractors and contract compliance issues are addressed. This position will also provide oversight of the status of contract submittals processing and assures prompt action is taken to maintain appropriate response within contract requirements.

POSITION ACCOUNTIBILITIES

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.

- With the assistance of the Project Managers, this position insures that regular construction progress meetings are conducted between contractors, designers and inspectors to review procedures, progress, scheduling and changes to the work.
- Monitor the contractor's implementation and maintenance of a Safety Program. Review all proposed changes to the Construction Contracts and assure proper application and interpretation of the Contract Documents.
- Analyzes contractor claims and prepares recommendations for Authority action.
- Provides oversight of the successful resolution and correction of Notices of Non-Compliance and oversees the preparation of the monthly Status of Construction Report by the project manager.
- Reviews the schedules submitted by the contractor to ensure compliance with the Master Schedule, and monitors each contractor's monthly submittals of schedules to ensure they remain within the parameters established by the Master Control Schedule. This includes reporting any major variance with recommended corrective action. Coordinates phasing of contactors' work to complete the Project(s) according to the Authority's objectives of cost, time and quality.
- Acts as the representative of the Authority at the site of all construction work.
- Oversees Project Managers' scheduling and conducting of Progress Meetings at which Contractors and Inspectors can jointly discuss matters such as procedures, progress, problems, field changes and scheduling. Establishes procedures for cooperation and coordination between inspectors and Contractors concerning all aspects of the Project and implements such procedures.
- Develops and implements a procedure for review of all contractors' schedules of values and reviews all contractors' billings and invoices and recommends payment of all invoices.
- Monitors the Architect/Engineer in determining that factory inspection and testing for items fabricated outside Project limits is performed and assures that all necessary field records that arise out of the Work are maintained and provides oversight of the Project closeout procedures.
- Oversees the preparation of formal Board Monthly Status Reports of all Construction.
- Oversees the preparation and negotiation of all Contract Change Orders.

Reporting to this position are:

- Manager of Construction
- Senior Construction Project Managers
- Construction Project Managers
- Senior Construction Project Management Inspectors

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position are a Bachelor's Degree in Engineering, Architecture or Building Construction from an accredited college or university, and at least ten years of experience in construction administration or construction management. The incumbent's experience should include work at a medium or large hub airport.

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POSITION OVERVIEW

This position is responsible for directing and overseeing the management of Authority activities that relate to the planning, programming and design of airport facilities. Reporting to the Vice President of Planning and Development, this position is challenged with ensuring that all planning and development activities of the Authority are implemented consistent manor. This position must include the Vice President of Planning and Development, other Vice Presidents and Directors within the Authority when developing and preparing strategic plans and policies for the long-term development and direction of the Authority's airports.

Provides coordination among various departments and individuals as necessary for effective and efficient operations, sets priorities, establishes sound management and leadership practices, solves problems and exercises strong customer service relations skills.

Besides its internal contact with the Vice President of Facilities and Customer Service, other Vice Presidents, and Directors, the incumbent is in frequent contact with outside consultants to ensure that all projects are being carried out in a thorough and concise manor while protecting the Authority's interests.

POSITION ACCOUNTIBILITIES

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.

- Ensures the development of the Authority's airport system, including forecasts of activity and facility requirements, project definition, system planning, master planning, budget-setting and monitoring, environmental studies, special studies, project scheduling and monitoring, and construction of airport facilities.
- Ensures the preparation, review, and enforcement of planning, architectural, engineering, environmental, and construction contract documents.
- Ensures the timely implementation of development plans and projects.
- Ensures that the Authority's needs and interests are met with respect to planning, engineering, architectural and environmental designs, related specifications and cost estimates, tenant development plans, and construction management.
- Ensures that architectural, engineering and construction activities comply with approved plans and specifications.
- Ensures the application for, and administration of, all federal and state grant and loan assistance programs.
- Ensures implementation of the Authority's Height Zoning Ordinance.
- Ensures compliance with Noise Compatibility Programs of the Authority.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position includes a Bachelor's degree in architecture, engineering, or construction management, preferably supplemented with a master's degree in business or public administration, and at least eight years of progressively higher levels of responsibility in the areas of major airport planning, design, and construction. Training and experience should include 1) Knowledge of operational characteristics, services, and activities of an airport system; 2) knowledge of federal, state, and local laws, regulations, and standards

relating to airport planning and design; 3) knowledge of the codes, regulations, and ordinances applicable to public works construction; 4) knowledge of the major types of building construction materials, and equipment; 5) knowledge of site development and airfield construction; and 6) knowledge of construction delivery mechanisms. The incumbent should also have experience with planning and coordinating the work of a wide variety of technically specialized staff.

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Tampa International Airport

Position Title: Height Zoning and Land Use Manager

POSITION OVERVIEW

Performs duties managing and supervising the research and analysis of information to write reports in support of the development, evaluation, monitoring and implementation of comprehensive studies, plans, programs, and land development regulations.

POSITION ACCOUNTIBILITIES

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.

- Manages and supervises the work of professional staff, by scheduling, assigning and reviewing work, providing training and counseling and evaluating performance.
- Manages the collection, analysis, and presentation of facts and trends for use in evaluating land development proposals and community growth and development plans, studies, and reports.
- Conceives, negotiates approval to undertake and manages the extraction of information to be used in studies and reports relating to land use, economic base, transportation systems, utility systems, community facilities, population, housing and neighborhood plans and programs.
- Manages the writing and interpretation of zoning, subdivision and other land development regulations.
- Manages the writing of future land use, transportation, community facility plans, and other comprehensive plans.
- Manages the analysis and presentation of data for use in the development of capital improvement plans and programs.
- Represents the organization at meetings with elected and appointed officials and interdepartmental and intergovernmental meetings.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

A Master's Degree from an accredited college or university with a major in Urban or Community Planning; and
Four years of experience as a community planner; three years of which was as a community planning project leader.
OR
Graduation from an accredited four year degree granting college or university with a major in Urban or Community Planning; and five years of experience as a community planner; three years of which was as a community planning project leader.
OR
Graduation from an accredited four year degree granting college or university; and seven years of experience as a community planner; three years of which was as a community planning project leader.

JOB SPECIFIC COMPENTENCIES

- Extensive specialized knowledge in one or more areas of comprehensive planning principles and practices.
- Extensive knowledge of laws and regulations governing comprehensive planning.
- Considerable knowledge of data collection methods and statistical analysis techniques.

- Skill in negotiating comprehensive planning policy agreements.
- Skill in the application of managerial techniques, including the performance evaluation process.
- Skill in making presentations to community groups, elected and appointed officials.
- Ability to proof own work and the work of others.
- Ability to prioritize work.
- Ability to work effectively with others.
- Ability to communicate effectively both orally and in writing.
- Ability to manage, plan, organize, staff, direct, control and supervise the work of others.
- Ability to collect, organize and evaluate data and to develop logical conclusions, reports and presentations.
- Ability to use appropriate computer applications and supervise others in their use.

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Tampa International Airport

Position Title: *Project Director*

POSITION SUMMARY:

Under the general direction of the Director of Planning and Design, this position represents the Authority in the administrative and operational details of ongoing design activities and provides oversight of project related communication between Authority staff, design consultants, the Authority's Consulting Engineer, tenants and airport users on airport development projects.

This position will oversee the planning and design elements of capital improvement projects. It is the duty of this position to ensure that from an operational and functional aspect all design elements are fully coordinated with Authority stakeholders including meeting all FAA and TSA regulatory operational requirements. This position ensures that the design of all projects is proceeding in accordance with the goals and objectives of the Authority and that all schedule and budget requirements are met.

POSITION ACCOUNTABILITIES

- Develops project management plans for airport development projects including definition of the scope of work, project budgets and schedules.
- Manages capital improvement projects including coordination and oversight of A/E firms and coordination with key stakeholders including other Authority Departments and tenants. Monitors and controls project budgets, schedules and prepares project management plan updates as required to manage the project. Reviews and approves A/E design invoices. Prepares and reviews project status reports with department management.
- Reviews and approves design progress drawings and specifications at designated intervals (15, 30, 60, 90, 100% completion). Leads design coordination and review meetings. Ensures the Authority's design criteria is implemented in the project's design.
- Hold project team meetings with stakeholders during the design process, as well as keep stakeholders updated and informed as the project moves through the design phase of each project.
- Interprets design questions from contractor and HCAA construction personnel. Participates in construction progress meetings. Oversees any redesign activities, participates in final inspection and acceptance of the project.
- Coordinates with design consultants to obtain required permits and design approvals as required.
- Coordinates and establishes effective working relationships with other Authority departments, coordinates with governmental and code agencies, and assists in design administration duties.
- Performs review of tenant work permit plans and specifications.
- Performs other related duties as required

MINIMUM QUALIFICATIONS:

The minimum qualifications to perform successfully in this position are a Bachelor's Degree in Engineering or Architecture from an accredited college or university and seven years of progressively responsible experience in project design and management. A professional license in engineering or architecture is preferred. The ideal candidates should possess exceptional leadership, communication and presentation skills.

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Department:	Planning and Development
Pos. No:	15448
Pay Grade:	E5 ($89,000 - $185,000) – **Exempt**
Last update:	03/30/2018 Compensation

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Department:	Planning and Development
Pos. No:	15448
Pay Grade:	E5 ($89,000 - $185,000) – **Exempt**
Last update:	03/30/2018 Compensation

Tampa International Airport

Position Title: *Senior Construction Inspector*

JOB OVERVIEW

Performs lead worker and administrative duties inspecting construction projects for compliance with construction plans, specifications, and monitors course of corrective action to bring them into compliance. Heavily involved in coordination of construction activity between other HCAA departments, concessionaires, Utility companies, and the general public. Documentation of daily activities including reports and pictures. Hours can include nights and rotating weekends.

POSITION DUTIES

Note: The following job description is not intended to be, nor should it be construed as an all-inclusive list of responsibilities associated with this position. The duties listed are illustrative, not exhaustive and any 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. Management may require incumbents to perform job duties other than those contained in this document at any time.

- Reviews and acts on administrative and operational problems to ensure construction projects are completed on schedule.
- Reviews building construction plans and specifications. Inspects the construction for compliance which could include the installation of, structural systems, architectural, MEPF systems, civil, and FF&E. Ensures adequacy of construction, safety, and compliance with approved plans, specifications, and submittals and when applicable determines course of corrective action to bring them into compliance.
- Reads and interprets blueprints, specifications, RFIs, ASIs, ESI, test results.
- Enforces compliance with plans, specifications, codes, and regulations through discussions with contractors.
- Ensures adherence to proper safety standards.
- Drives to different work locations to review work progress.
- Attends preconstruction conferences with contractors to review plans, specifications, drawings, and proposed methods of implementing the work.
- Unite all parties involved in construction activity and help defuse issues. This includes contractors, fellow construction staff, tenants, airlines, and other departments.
- Communicates to Project Management any concerns with contractors and construction with regards to deficiencies or compliance of contract documents. Strong people skills required.
- Oversees construction activity to ensure safety of the public, employees, and workers.
- Oversees construction activity to ensure the protection the Authority's assets.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED certificate; and seven years of experience in building construction, and possession of a valid driver license. **Or** an 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 building construction, mechanical, electrical, gas and plumbing system construction and installation.
- Working knowledge of building inspection methods and procedures.
- Considerable knowledge of building construction and testing methods and techniques.
- Working knowledge of occupational hazards and applicable safety regulations, standards, and equipment.
- Ability to read and interpret blueprints, specifications and drawings.
- Ability to prioritize work.

Department:	Planning and Development
Pos. No:	Multiple
Pay Grade:	NE6 ($22.98-$43.08) Non-Exempt
Last update:	8/2018 Compensation

- Ability to collect, organize and evaluate data and to develop logical conclusions.
- Ability to safely operate a motor vehicle.
- Ability to work effectively with others. Position requires strong people skills.
- Ability to communicate effectively both orally and in writing.
- Ability to use a computer and related software.

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VISION STATEMENT

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Tampa International Airport

Position Title: Senior Construction Project Manager

POSITION OVERVIEW

Reporting to the Manager of Construction, the Senior Construction Manager is responsible for managerial and administrative work in planning, organizing, directing, and executing new Construction. Primary focus is overseeing very large projects or multiple complicated projects at the same time; including overseeing large budgets, managing construction progress, and implementation of the overall design. In addition, the incumbent will be responsible for the development and execution of any required recovery schedules, evaluating design elements, and evaluating the overall risk of the project and work with fellow team members in improving safety and overall quality.

The Senior Construction Project Manager will interact with the Authority's consultants, engineers, vendors, Operations, FAA, and other agencies in representing the Authority's interest. The incumbent will work closely with the Program Manager and his team during the design and construction of our largest projects including a Consolidated Rental Car facility, APM, Terminal expansion, and other large projects that could exceed $600 million in cost. The Senior Construction Manager will be required to maintaining confidentiality during contract negotiations and when working with the Procurement Department during the bidding process.

The Senior Construction Project Manager will work under the direction of the Manager of Construction with considerable latitude for independent judgment as to the technical aspects and implementation of multiple high priority tasks simultaneously.

POSITION ACCOUNTIBILITIES

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.

- Responsible for developing and managing strategies for effectively communicating with key personnel both internal and external stakeholders.
- Tracking and monitoring both State and Federal programs and assuring adherence and compliance.
- Oversee the contractors pay application approval process and negotiate contractor's Schedule of Values.
- Provide leadership for the airport's construction program and provide guidance for the day to day operations, administration, and decision making.
- Develop and implement new policies and programs needed to track and monitor contract adherence.
- Represent the Agency during weekly/monthly meetings with the contractors and designers.
- Oversee and directing project inspectors as required to ensure contract compliance and continuity.
- Working with and managing our Program Manager and their team.
- Overseeing Construction Project Managers and ensuring Policies and Procedures are being met.
- Coordinate and notify tenants and fellow departments as needed when services are being impacted or interrupted.

Department:	Construction
Pos. No:	00000
Pay Grade:	E4 ($76,500 – $158,000) – **Exempt**
Last update:	8/2018 Compensation

MINIMUM QUALIFICATIONS

A four-year degree from an accredited university in Construction Management, Engineering, Architecture or related degree; **plus** a minimum of 8 years' experience in construction management and/or supervision of. The ideal candidates would have strong people skills, exceptional leadership, and very good communication skills.

Substitution: Any other four-year degree not specified above from an accredited college **plus** 10 years of experience in the in construction management and/or supervision of.

Other requirements: computer literate with Windows and Microsoft software (Word, Excel, Projects, and Outlook).

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Tampa International Airport

Position Title: *Senior Environmental Technician*

POSITION OVERVIEW

Performs technical and supervisory duties in an environmental data collection and monitoring activity.

POSITION ACCOUNTIBILITIES

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.

- Supervises and coordinates the acquisition and handling of field and/or laboratory environmental data.
- Prepares various reports and data summaries for departmental dissemination.
- Reviews data generated by various departments and recommends or takes necessary action.
- May operate, maintain, and calibrate various environmental monitoring equipment; and provides other general technical assistance as required.
- Supervises the work of subordinate staff by scheduling, assigning and reviewing work, providing training and counseling, and evaluating performance.
- Performs related work as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree in Accounting or Finance.

Or

An equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of governmental accounting principles, practices, procedures, methods, and theory.
- Knowledge of laws, rules, and policies governing assigned functional accounting area.
- Knowledge of computer operations using accounting and spreadsheet applications.
- Ability to develop computer based spreadsheets, graphs, summaries, and reports.
- Ability to post, balance and reconcile financial accounts and records.

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Department:	Planning & Development
Pos. No:	10685
Pay Grade:	NE2 ($15.82-$29.66) –Non **Exempt**
Last update:	8/2018 Compensation

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Department:	Planning & Development
Pos. No:	10685
Pay Grade:	NE2 ($15.82-$29.66) –Non **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Senior Manager, Facilities Development

POSITION OVERVIEW

Under the general direction of the Director of Planning and Development, this position represents the Authority in the administrative and operational details of ongoing design activities and provides oversight of the communication between Authority Staff, design consultants, Authority's Consulting Engineer, tenants and airport users on facility development projects.

This position will oversee the planning and design elements of the Authority's complex facilities projects. It is the duty of this position to ensure that from an operational and functional aspect all design elements are fully coordinated with Authority stakeholders including meeting all FAA and TSA regulatory operational requirements. This position is to insure that the design of all projects is proceeding in accordance with the goals and objectives of the Authority and that all schedule and budget requirements are met.

The incumbent will represent the Authority in the administrative and operational details of ongoing design activities. This position will ensure that the design for the Authority's complex facilities projects is proceeding in accordance with the goals of the Chief Executive Officer, the executive management team and the project management plans.

Reporting to the Manager of Facilities Development are the following positions:

Project Directors – These positions are responsible for managing and overseeing the architectural and engineering design of all capital projects associated with the improvement and expansion of the Authority's airport system. These positions supervise the Authority's project design consultants.

POSITION ACCOUNTIBILITIES

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.

- Oversee the creation of Project Management Plans (PMP), budget and schedules for projects that support the Authority's airport system.
- Closely interacts with other members of the Authority and design consultants regarding the development, implementation and coordination of complex facilities projects
- Directing and supervising Authority staff and project design consultants related to design, functionality, operational feasibility and regulatory compliance.
- Coordinates the design, from an airport operational and phasing prospective, with Authority stakeholders, staff and tenants and supervises the preparation of associated contract documents with the goal to minimize operational impacts
- Liaison with internal and external Airport stakeholders during the planning and design phase of each project
- Create presentations and hold project team meetings with stakeholders during the design process, as well as keep stakeholders updated and informed as the project moves through both the design and construction phase of each project.

- Coordinate with tenants during construction regarding impacts to their operation and coordinate with Authority construction personnel to minimize such operational impact.
- Directs and supervises Authority staff and project design consultants in the preparation of design drawings, specifications, cost estimates and schedules.
- Coordinates and establishes effective working relationships with other Authority departments, coordinates with governmental and code agencies, and assists in design administration duties.

MINIMUM QUALIFICATIONS

The qualifications to perform successfully in this position are a Bachelor's Degree in Engineering, Architecture, Airport Management or Airport Operations, from an accredited college or university. The incumbent should possess exceptional leadership, communication and presentation skills. Successful candidate should possess an understanding in airport facilities development and airport operations and should have a minimum of ten years of progressively responsible experience at a medium or large hub airport. Professional license in the field of engineering or architecture is preferred.

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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 OVERVIEW

Reporting to the Director of Construction, this position is responsible for directing and supervising Authority construction staff, architects, engineers, and support personnel overseeing and inspecting the construction of facilities for the Authority's airport system.

The Manager of Construction represents the Authority in the administrative and operational details of ongoing construction activities. The incumbent will insure that all construction projects are proceeding in accordance with the requirements of the project plans and specifications and in accordance with the goals and objectives of the Authority.

This position also provides oversight of the communication between Authority Staff, contractors, designers, inspectors and the Authority's Consulting Engineer on all construction projects; oversight of the schedules of construction for all projects; assures that construction phasing, conflicts between contractors and contract compliance issues are addressed; and provides oversight of the status of contract submittals processing and assures prompt action is taken to maintain appropriate response within contract requirements.

POSITION ACCOUNTIBILITIES

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.

- With the assistance of the Construction Project Managers, this position insures that regular construction progress meetings are conducted between contractors, designers and inspectors to review procedures, progress, scheduling and changes to the work.
- With the assistance of the Construction Project Managers, this position insures that all construction activities are accurately documented and reported.
- Monitor the contractor's implementation and maintenance of a Safety Program. Review all proposed changes to the construction contracts and assure proper application and interpretation of the Contract Documents.
- Provides oversight of the successful resolution and correction of Notices of Non-Compliance and oversees the preparation of the monthly status of construction report by the construction project manager.
- Reviews the schedules submitted by the contractor to ensure compliance with the contract and monitors each contractor's monthly submittals of schedules to ensure they remain within the parameters established by the contract. This includes reporting any major variance with recommended corrective action. Coordinates phasing of contactors' work to complete the project(s) according to the Authority's objectives of cost, time and quality.
- Acts as the representative of the Authority at the site of all construction work.
- Oversees Construction Project Managers' scheduling and conducting of progress meetings at which contractors and inspectors can jointly discuss matters such as procedures, progress, problems, field changes and scheduling. Establishes procedures for cooperation and coordination between inspectors and contractors concerning all aspects of the project and implements such procedures.
- Monitors the Architect/Engineer in determining that factory inspection and testing for items fabricated outside project limits is performed and assures that all necessary field records that arise out of the Work are maintained and provides oversight of the Project closeout procedures.

- Oversees the preparation and negotiation of all contract change orders.

Reporting directly to the Manager of Construction are the following positions:

- Senior Construction Project Managers
- Construction Project Managers
- Senior Construction Project Management Inspectors

MINIMUM QUALIFICATIONS

The qualifications to perform successfully in this position are a Bachelor's Degree in Engineering, Architecture or Building Construction from an accredited college or university, and at least ten years of experience in construction administration or construction management, preferably at a medium or large hub airport or similar facility with 24-hour per day operations (e.g. hospital, university, large multistory hotel complex). Additional experience in lieu of the preferred Bachelor's Degree may be considered.

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POSITION OVERVIEW

This position is responsible for Directing and supervising the environmental compliance program for the Authority's airport system. This position supervises the activities of the Authority's environmental staff, environmental consultants and contractors as it relates to the day-to-day operation and maintenance of the airport facilities. Also directs and supervises the activities of the Authority's project design consultants and contractors whose work supports the Authority's capital improvement program.

This position reports to the Director of Planning and Development.

This position manages the environmental compliance program which has the goal of reducing current and future environmental liabilities, reducing compliance costs associated with regulatory permits and reporting requirements, and cost-effectively managing compliance responsibilities with a focus on pollution prevention.

This position represents the Authority before regulatory agencies and is responsible for environmental-related communications with environmental regulators, consultants and contractors. Directs investigations on enforcement actions and prepares regulatory responses. Serves as a liaison for the airport system's stakeholders to provide recommendations on design compatibility and interpretation of environmental regulations.

This position provides support to the Authority's real estate program. Manages a compliance program for existing tenant facilities, and an audit program for Authority real estate that is under consideration for acquisition, divestiture or future redevelopment.

This position administers the environmental department's operation and maintenance budget, monitors the status of funds and determines staffing requirements.

Reporting to the Manager of Environmental Services are the following positions:

Project Managers – These mid-level positions manage environmental projects and operation and maintenance assignments. This work includes project oversight, technical writing and communication with Authority stakeholders.

Environmental Technicians – These positions provide field support for environmental projects and operation and maintenance assignments. This work includes inspections, sample collection, aquatic plant management and equipment maintenance. It also includes field oversight and escort of regulators, consultants and contractors.

POSITION ACCOUNTIBILITIES

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.

1. Ensures that the Authority's real estate program is environmentally sound. Coordinates an inspection and pollution prevention program for existing tenant facilities. Manages a tracking and compliance monitoring program to ensure that tenant activities are in compliance with applicable environmental regulations.

2. Manages an audit program for Authority real estate that is under consideration for acquisition, divestiture or future redevelopment. Coordinates audits, follow-up investigations and site rehabilitation, as necessary.

3. Manages environmental compliance matters that are encountered on capital projects by providing technical support during the various project phases including design, technical specification development, permitting and construction. Participates in the procurement of professional consulting services and contractors.

4. Develops and maintains budgets and schedules. Administers the operation and maintenance budget for the environmental department. Manages the budgets, schedules and workloads of the Authority's environmental consultants. Supports the Authority's capital improvement program by providing budgets and schedules for environmental project components.

Manages the Authority's environmental consultants. Ensures that these consultants complement the environmental compliance program so that the program maintains full capability to meet the airport system's needs. Ensures that the Authority's environmental consultants directly or indirectly serve all stakeholders including Authority staff, tenants, government agencies and regulators.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position include a bachelor's degree in geology or engineering from an accredited college or university. A minimum of four years of progressively responsible experience managing an environmental engineering program at a medium or large hub airport. The qualifications also include the design and management of environmental projects and the supervision of subordinates. A professional license from the state of Florida in geology or engineering will be required.

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POSITION OVERVIEW

Reporting to the Director of Planning and Development, this position is responsible for directing and supervising Authority staff and professional consultants related to planning, engineering, architectural and environmental design development of all capital projects for the Authority's airport system which includes Tampa International, Tampa Executive, Peter O. Knight and Plant City Airports.

This position directs all planning and design of airport facilities and infrastructure pertaining to the development, improvement and expansion of the Authority's airport system. Coordinates the design with the Authority staff and tenants and supervises the preparation of contract documents for construction. This position administers planning and design contracts including the selection, contract negotiation and preparation of professional contracts.

Represents the Authority in the administrative and operational detail of ongoing planning and design activities. Incumbent will work to insure that the planning and design of all projects is proceeding in accordance with the goals and objectives of the Authority and that all schedule and budget requirements are met. This position will communicate any changes to the project scope, schedule or budget to the Development Committee in a timely manner.

Incumbent will provide oversight of communication between Authority staff, consultants, tenants and airport users on all projects. The position closely interacts with other members of the Authority, and professional consultants regarding the development, implementation and coordination of all capital projects.

Reporting to the Manager of Design are the following positions:

Project Directors – These positions are responsible for managing and overseeing the planning, architectural and engineering design of all capital projects associated with the improvement and expansion of the Authority's airport system. These positions supervise the Authority's project planning and design consultants.

POSITION ACCOUNTIBILITIES

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.

- Ensures that the development of the Authority's airport system, including the assessment of facility and infrastructure requirements, project definition, budget determination, capital project design conforms to the long term objectives of the Authority.
- Ensures that the Authority's needs and interests are met with respect to engineering, architectural and environmental designs, including drawings, specifications, cost estimates, and tenant development plans. Directs and supervises all design development activities to assure establishment and enforcement of guidelines, standards and design criteria. Develops and maintains project budgets and schedules. Prepares, administers and coordinates the annual budget for the design department.
- Develops, administers and coordinates the selection of and contract negotiations with professional design consultants. Directs, supervises and administers contracts for all design disciplines.

- Supervises and coordinates the design of airport facilities and infrastructure with Authority staff, professional design consultants, outside agencies, and tenants to ensure that the Authority and/or tenant needs are met. Directs and supervises Authority staff and project design consultants in the preparation of design drawings, specifications, cost estimates and schedules. Reviews and accepts Contract Documents, including plans and specifications, prepared by Authority staff and professional design consultants. Coordinates and establishes effective working relationships with other Authority departments, coordinates with governmental and code agencies, and assists in construction administration duties.
- Ensures that projects for the four airports and related studies are produced in a manner that meets Aviation Authority goals, level of service standards, performance measures and program needs.
- Ensures that on-airport developments are consistent, whenever possible, with applicable FAA advisory circulars and regulations.
- Ensures that the primary guides for future airport development, namely the Master Plans, Airport Layout Plans and Land Use Plans are consistent with the primary implementation document for future airport development.
- Ensures that necessary environmental studies, permits and mitigation program(s) are implemented in a timely manner to avoid delay in airport-wide capacity enhancement projects.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position include a bachelor's degree in engineering or architecture from an accredited college or university. A minimum of eight years of progressively responsible experience in the planning, design, construction, coordination and program management of engineering and architectural activities at a medium or large hub airport is preferred. Professional licenses from the state of Florida in engineering or architecture will be required.

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POSITION OVERVIEW

Under the general direction of the Manager of Planning and Design and within the Planning and Development Department, this position represents the Authority in the administrative, operational and technical details of ongoing design activities and provides oversight of project related communication between Authority staff, design consultants, the Authority's Consulting Engineer, tenants and airport users on airport development projects.

This position oversees planning and design elements of capital improvement projects. The position is responsible for ensuring that, from an operational and functional aspect, all design elements are fully coordinated with Airport stakeholders, including meeting all Federal Aviation Administration (FAA) and Transportation Security Administration (TSA) regulatory operational requirements at a minimum. This position ensures that the design of all projects is proceeding in accordance with the goals, objectives, policies, procedures and processes of the Authority and that all schedule and budget requirements are met.

POSITION ACCOUNTIBILITIES

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.

- Develops project management plans for airport development projects including definition of the scope of work, project budgets and schedules.
- Manages capital improvement projects and other assignments including coordination and oversight of Architectural/Engineering (A/E) and Design-Build (DB) firms and coordination with key stakeholders including other Authority Departments and tenants.
- Monitors, controls and reports on project budgets, schedules and prepares project management plan updates as required to manage the project. Reviews and approves A/E and DB design invoices. Prepares and reviews project status reports with department management.
- Reviews and approves design progress deliverables including drawings and specifications at designated intervals (e.g., 15, 30, 60, 90, and 100%). Leads design coordination and review meetings. Ensures the Authority's design criteria is implemented in the project's design.
- Holds project team meetings with stakeholders during the design process, as well as keep stakeholders updated and informed as the project moves through the design phase of each project.
- Interprets design questions from contractor and Authority construction personnel. Participates in construction progress meetings. Oversees any redesign activities, participates in final inspection and acceptance of the project.
- Coordinates with design consultants to obtain required permits and design approvals as required.
- Coordinates and establishes effective working relationships with other Authority departments, coordinates with governmental and code agencies, and assists in design administration duties.
- Performs review of tenant work permit plans and specifications.
- Supervises and manages direct reporting staff, completes performance appraisals, coaches and counsels as necessary.

MINIMUM QUALIFICATIONS

The minimum qualifications to perform successfully in this position is a Bachelor's Degree in Engineering from an accredited college or university and a minimum of ten years of progressively responsible experience in project design and management. The ideal candidates should possess exceptional leadership, communication and presentation skills.

JOB SPECIFIC COMPENTENCIES

- Extensive knowledge of engineering theories, principles and practices.
- Extensive knowledge of project management methods and practices.
- Extensive knowledge of federal, state and local codes, laws, regulations and ordinances pertaining to public infrastructures, building and zoning codes, safety codes, environmental permitting and real estate.
- Extensive knowledge of the development of plans and specifications.
- Considerable knowledge of civil and architectural, structural, electrical and mechanical engineering disciplines as related to facilities projects.
- Considerable knowledge of applicable State and County policies, rules, standards and practices as applicable to procurement and contracts.
- Considerable knowledge of department policies and procedures.
- Considerable knowledge of project programming, scheduling and estimating.
- Considerable knowledge of Consultant's Competitive Negotiation Act (CCNA), consultant rates, fees and cost structures.
- Considerable knowledge of budgeting and fiscal policies.
- Considerable knowledge of computer applications for engineering and architectural modeling, design, and drafting.
- Skill in visualizing spatial relationships and physical requirements.
- Skill in contract negotiation.
- Skill in engineering design.
- Ability to recognize and resolve potential engineering, architectural and construction problems and site development issues.
- Ability to plan, organize, and supervise the work of others.
- Ability to communicate effectively both orally and in writing.

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Position Title: *Sustainability and Resilience Program Director*

POSITION OVERVIEW

Reporting to the Vice President of Planning and Development, the Sustainability and Resilience Program Director is responsible for oversight, execution, monitoring, and reporting for the Authority's Sustainability and Resilience initiatives. This position fosters and facilitates a culture of sustainability and resilience throughout the Authority while serving as the lead representative for sustainability and resilience programs and initiatives.

Responsible for the comprehensive sustainability strategy and vision for Tampa International Airport and our General Aviation airports that aligns with TPA's core values including customer service and passenger experience.

Works collaboratively with Senior Leadership and the Executive Team to drive innovation, integration, implementation and engagement of initiatives throughout the organization including the built environment

Evaluates, approves and directs the execution of TPA's Sustainable Management Plan (SMP) and LEAF program and initiatives with active support from departments across the Authority.

Engages and empowers employees at all levels of the organization to participate in the implementation of sustainability, resilience and community engagement initiatives.

Builds effective partnerships and relationships within the aviation industry and surrounding communities to actively promote Tampa International Airport as a global leader in sustainability and resiliency

Provides sustainability and resilience leadership as a representative of the Authority at local, state, regional and national venues

Utilizes management tools to implement goals and initiatives focused on increasing sustainability awareness and resilience within the airport and surrounding communities.

The Sustainability and Resilience Program Director will coordinate with project directors, develop and complete the SDCM checklists for each project, provide a range of cost estimates and cost-benefit data, work with designers and contractors, and monitor project implementation, execution and accountability.

Communicates and supports Authority-wide and/or department specific sustainability and resilience programs and initiatives that engage and focus employees and stakeholders on the expanding culture of sustainability and resilience within the Authority.

Develops, markets, and promotes sustainability and resilience programs and initiatives, including but not limited to: the Sustainable Management Plan; Airport Carbon Accreditation; environmental resiliency; third-party rating system consideration (Envision, LEED, etc.); and airport electrification.

The position will involve public presentations and interacting in a public setting for various sustainability and resilience conferences, summits, exhibits, fairs, and/or other special events while considering the effectiveness and metrics of each program or commitment.

The Sustainability and Resilience Program Director will also serve as the Project Director for specific capital improvement projects or other assignments associated with sustainability and resilience initiatives. Responsibilities may include but are not limited to: development of project management plans, scopes, budgets and schedules; fiscal and budget oversight and management; consultant submittal review and approval; and consultant invoice review and approval processes.

Department:	Planning and Development
Pos. No:	15448
Pay Grade:	E4 ($76,500 - $158,000) – **Exempt**
Last update:	03/30/2018 Compensation

POSITION ACCOUNTIBILITIES

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.

- Establish and lead a team of Authority representatives (and interested tenants) to collaborate on sustainability and resilience issues.
- Coordinate with marketing and communications teams to prepare and execute communications programs to include collateral items, presentations, and special events related to sustainability and resilience programs and activities.
- Work with marketing and communications to develop website and social media presence for the sustainability and resilience programs.
- Identify and establish partnerships in the community to further the sustainability and resilience conversation and promote airport efforts.
- Collect quantitative data in support of performance metrics identified in the Sustainable Management Plan (SMP).
- Develop an implementation plan for each of the initiatives and track progress on the initiatives.
- Prepare reports that represent industry best management practices, trends, innovation and Authority program progress
- Develop and execute roll-out plans to incorporate design and construction goals and accountability metrics into capital improvement programs.
- Oversee sustainability- and resilience-related projects and studies including but not limited to planning, design and construction projects.
- Develop and implement program metrics to recognize and promote employee, projects and community sustainability and resilience activities and programs.
- Responsible for developing, planning, and marketing company-wide sustainability and resilience initiatives and programs, which may be executed by the Sustainability and Resilience Program Director or other Authority departmental designees.
- Establish relationships with internal departments to be involved in any event that has a sustainability and/or resilience component (such as electric buses or operational resilience initiatives).
- Acts as a liaison for the Authority to gather ideas and sponsor events (such as TECO, Tampa Bay Regional Resiliency Coalition, Tampa Bay Clean Cities Coalition, etc.) to leverage and expand the Authority's cooperation with other local, state and regional sustainability and resilience organizations and companies.
- Responsible for gathering and analyzing data to measure success on sustainability and resilience programs and initiatives.
- Compile a comprehensive monthly objectives report on participation, programs and outcomes that outline the status, challenges, successes and/or financial impacts of sustainability and resilience programs and initiatives.
- Conduct benchmarking analysis and environmental and culture assessments to aid in program development.
- Makes budget recommendations in regards to sustainability and resilience initiatives and programs.

MINIMUM QUALIFICATIONS

A four-year degree from an accredited university in Sustainability, Planning, Environmental Management, Engineering, Architecture, or aviation-related field; and a minimum of 5 years of work experience in any of the disciplines listed. Work experience with sustainability and resilience program(s) preferred. The ideal candidate will have strong communication skills, leadership ability, exceptional organizational habits, and strong interpersonal skills. Must be proficient with the Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook). A valid driver's license is required.

Department:	Planning and Development
Pos. No:	15448
Pay Grade:	E4 ($76,500 - $158,000) – **Exempt**
Last update:	03/30/2018 Compensation

JOB SPECIFIC COMPENTENCIES

- Ability to communicate effectively both verbally and non-verbally and in writing.
- Ability to work effectively with others.
- Ability to plan, organize and supervise the work of others.
- Ability to plan, organize and execute programs efficiently in accordance with time, budget and quality expectations
- Extensive knowledge of project management methods and practices.
- Apply sound and creative problem-solving techniques to resolve program challenges.
- Understand, interpret and respond to internal and external customer needs and expectations.
- Manage, direct and evaluate the work of consultants, contractors, stakeholders and staff
- Considerable knowledge of Authority policies and procedures.
- Considerable knowledge of Authority fiscal and budgeting policies.

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POSITION OVERVIEW

This position is responsible for directing and overseeing the management of Authority activities that relate to the planning, programming, design and construction of airport facilities. The position is also responsible for advising the Chief Executive Officer regarding strategic plans and policies for the long-term growth and development of the airport.

Reporting to the Vice President of Facilities and Administration, this position is challenged with ensuring that all planning and development activities of the Authority are implemented consistent manor. This position must include the Vice President of Facilities and Administration, other Vice Presidents and Directors within the Authority when developing and preparing strategic plans and policies for the long-term development and direction of the Authority's airports.

Provides coordination among various departments and individuals as necessary for effective and efficient operations, sets priorities, establishes sound management and leadership practices, solves problems and exercises strong customer service relations skills.

Besides its internal contact with the Vice President of Facilities and Administration, other Vice Presidents, and Directors, the incumbent is in frequent contact with outside consultants to ensure that all projects are being carried out in a thorough and concise manner while protecting the Authority's interests.

Reporting directly to the Assistant Vice President of Planning and Development are the following positions:

Director of Planning and Development: Responsible for directing and overseeing the management of Authority activities that relate to the planning, programming, and design of airport facilities; and for advising the Chief Executive Officer regarding strategic plans and policies for the long-term growth and development of the airport.

Manager of Construction: Responsible for directing and supervising Authority staff, architects, engineers, and support personnel overseeing and inspecting the construction of facilities for the Authority's airport system.

POSITION ACCOUNTIBILITIES

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.

- Ensures the development of the Authority's airport system, including forecasts of activity and facility requirements, project definition, system planning, master planning, budget-setting and monitoring, environmental studies, special studies, project scheduling and monitoring, and construction of airport facilities.
- Ensures the preparation, review, and enforcement of planning, architectural, engineering, environmental, and construction contract documents.
- Ensures the timely implementation of development plans and projects.
- Ensures that the Authority's needs and interests are met with respect to planning, engineering, architectural and environmental designs, related specifications and cost estimates, tenant development plans, and construction management.
- Ensures that architectural, engineering and construction activities comply with approved plans and specifications.
- Ensures the application for, and administration of, all federal and state grant and loan assistance programs.
- Ensures implementation of the Authority's Height Zoning Ordinance.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position includes a Bachelor's degree in architecture, engineering, or construction management, preferably supplemented with a master's degree in business or public administration, and at least ten years of progressively higher levels of responsibility in the areas of major airport planning, design, and construction. Training and experience should include 1) Knowledge of operational characteristics, services, and activities of an airport system; 2) knowledge of federal, state, and local laws, regulations, and standards relating to airport planning and design; 3) knowledge of the codes, regulations, and ordinances applicable to public works construction; 4) knowledge of the major types of building construction materials, and equipment; 5) knowledge of site development and airfield construction; and 6) knowledge of construction delivery mechanisms. The incumbent should also have experience with planning and coordinating the work of a wide variety of technically specialized staff.

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Tampa International Airport

Position Title: *Business Office Manager – Procurement Department*

POSITION OVERVIEW

Reporting to the Senior Manager, of Procurement, Capital Program, this position is responsible for managing the administrative support section of the Procurement department. The incumbent will oversee various procurement processes for Board agenda; document control, preparation and formatting; department budget; supplier registration; PCard processing; and other departmental processes and support services. Coordinates with department personnel, Authority departments and external customers.

The following position(s) reports directly to the Business Office Manager:

- Two Procurement Coordinator positions – these positions perform the day-to-day execution of the procurement processes assigned to the administrative support section.

The ideal candidate for this position will have at least three years of experience managing the administrative functions of a business office with responsibilities that include document review and editing, great attention to detail, handling multiple tasks at one time while meeting critical deadlines.

POSITION ACCOUNTIBILITIES

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.

- Oversees the processing of Board agenda documentation including the preparation and dissemination of all required documents
- Oversees the processing of solicitations and contractual documents for Legal review and approval ensuring documents are formatted, grammatically correct and have the necessary approvals and signatures
- Coordinates with the Risk Management department, contractors and outside agencies to facilitate timely receipt of certificates of insurance and bonds to meet contractual requirements
- Manages Procurement department schedule reports
- Oversees the Supplier Registration program and integrity of supplier data
- Manages PCard program administrative functions and assisting cardholders as needed
- Manages procurement helpline operations
- Assists with preparing and tracking department budget
- Manages general administrative duties and processes for the Procurement Department
- Provides liaison and coordination with other departments, suppliers and outside agencies
- Provides supervision, guidance, training and motivation to administrative support staff; coordinates functions; assigns, monitors and reviews work; evaluates performance, and initiates corrective

MINIMUM QUALIFICATIONS

A Bachelor's degree in management, business, or a related field from an accredited college or university; and five (5) years of progressively responsible experience in performing similar duties, possess a valid Class C driver's license and three years supervisory or managerial experience; or an Associate's Degree from an accredited college or university and eight (8) years of experience as reflected above.

Department:	Procurement
Pos. No:	15654
Pay Grade:	E3 ($65,500 – $136,200) – **Exempt**
Last update:	8/2018 Compensation

JOB SPECIFIC COMPENTENCIES

- Proficient with Windows and Microsoft Office (Word, Excel, PowerPoint)
- Team facilitation skills
- Ability to communicate effectively both orally and in writing
- Ability to manage multiple tasks and solve problems involving several variables or unique situations
- Ability to work well under pressure and meet deadlines
- Strong organizational skills and attention to detail
- Strong communication and relationship-building skills

TPA MISSION STATEMENT

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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 OVERVIEW

Reporting to the Vice President of Procurement, this position is responsible for the procurement of capital programs including contract and agreement negotiations for professional and non-professional services, managing the procurement processes for Requests for Proposals (RFP), Requests for Qualifications (RFQ), Invitation to Bid (ITB) and Invitation to Negotiate (ITN), and oversees the development of specifications and scopes of work. This position is also responsible for the management of the department's Business Office Management section.

The following positions report directly to the Director, Procurement – Capital Program:

Purchasing Manager – Capital Program: This position oversees one Procurement Agent and is responsible for the procurement of capital professional and non-professional services through the RFP, RFQ, and formal and informal ITBs.

Business Office Manager: This position is responsible for managing the administrative support section of the Procurement department including procurement processes for Board agenda; document control, preparation and formatting; department budget; supplier registration; PCard onboarding processing; and other departmental processes and support services.

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.

- Ensuring compliance with all federal, state and local procurement requirements in the selection of design-builders, contractors, concessionaires, consultants and individuals providing services to the Authority
- Represent the Authority and oversee the negotiation process of contracts, agreements, work orders and change orders
- Analyze construction costs projections against industry best practices and current trends
- Represent the Procurement department at Development Committee meetings
- Oversee the development of solicitation documents, specifications and contract documents for construction projects and professional service agreements
- Analyze proposals and bids for responsiveness
- Facilitate and oversee technical proposal evaluation process
- Develop departmental policies, procedures, and strategic planning documents
- Provides oversight and direction to employees
- Coaches, mentors and develops staff
- Acts as Vice President of Procurement as necessary

JOB SPECIFIC COMPENTENCIES

- Knowledge of the principles and practices of purchasing and procurement within a public agency
- Considerable knowledge of Federal, State and Aviation Authority rules and regulations governing procurement practices within a public agency
- Considerable knowledge of Federal and State grant assurances for contractual compliance

- Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency situations
- Ability to plan and coordinate multiple activities occurring simultaneously
- Ability to maintain records and prepare technical reports
- Ability to communicate effectively orally and in writing
- Ability to establish and maintain effective working relationships with co-workers, representatives of other agencies, and the general public
- Ability to use a computer and related software

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position are a Bachelor's degree in management, business, construction, or a related field from an accredited college or university. The incumbent should have a minimum of seven years of progressively responsible experience in purchasing, contracts management and competitive procurement processes, of which at least five years must include experience in a public (government) organization; possession of a Valid Class E driver's license. Must hold active Certified Public Purchasing Officer (CPPO) certification by the Universal Public Purchasing Certification Council (other certifications will not satisfy this minimum requirement).

DESIRABLE:

- Master's degree in management, business or construction
- General contractor's license, class "A" preferred
- Certified Purchasing Manager (C.P.M.), Certified Professional in Supply Management (CPSM) or other equivalent professional certification
- Managerial experience with an agency that has obtained the National Institute of Government Purchasing's Pareto Accreditation or Outstanding Agency Accreditation Achievement Award (OA4), National Procurement Institute's Achievement of Excellence in Procurement Award, Florida Association of Public Procurement Officials Achievement of Excellence in Procurement Award or other equivalent type of award or accreditation
- Experience in utilizing Oracle EBS and other automated procurement systems

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Tampa International Airport

Position Title: Director, Procurement Non-Capital Programs and Materials Management

POSITION OVERVIEW

Reporting to the Vice President of Procurement, this position is responsible for the procurement of all non-capital procurements including contract and agreement negotiations for professional and non-professional services managing the procurement processes for Requests for Proposals (RFP), Requests for Qualifications (RFQ), Invitation to Bid (ITB), Invitation to Negotiate (ITN), request for quotations (Quotes), sole source and government contract purchasing; and materials management including warehousing, inventory and property disposition.

The following positions report directly to the Director, Procurement – Non-Capital Program:

Purchasing Manager of Non-Capital Program: This position oversees four Procurement Agents and is responsible for providing procurement support for 20+ departments including Maintenance, Information Technology, Marketing, Operations, and Concessions utilizing primarily formal and informal solicitation processes such as ITBs, Quotes, sole source, government contract purchasing, and direct purchases. This position serves as the training administrator for the department and is responsible for Authority-wide staff procurement training, including introduction to procurement, advance procurement and requisitions. This position is responsible for ensuring contract spend and purchasing controls do not exceed authorized limits, amendments, change orders, and renewals. This position also serves as the department lead with regards to Enterprise Resource Planning system upgrades, patches and issue resolution.

Purchasing Manager of Non-Capital Program and Materials Management: This position oversees two Procurement Agents and is responsible for providing complex procurement support for 20+ departments including Maintenance, Information Technology, Marketing, Operations, and Concessions utilizing primarily RFP, RFQ, and ITN solicitation processes. This position is also responsible for the Purchasing Card Program including PCard holder training, Contract Management System, department Benchmarking, Supplier registration, and departmental awards and certifications. This position also oversees one Materials Management & Inventory Control Supervisor and four Property Control Specialists responsible for inventory and warehousing management including property disposition.

POSITION ACCOUNTIBILITIES

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.

Ensuring compliance with all federal, state and local procurement requirements in the selection of contractors, concessionaires, consultants and individuals providing services to the Authority

- Represent the Authority and oversee the negotiation process of contracts, agreements, work orders and change orders
- Analyze costs projections against industry best practices and current trends
- Oversee the development of solicitation documents, specifications and contract documents
- Analyze proposals and bids for responsiveness
- Facilitate and oversee technical proposal evaluation process
- Develop departmental policies, procedures, and strategic planning documents
- Manages contract management system

- Oversees inventory management and inventory control including
- Oversee property asset transfer and recommends surplus property disposition
- Provides oversight and direction to employees
- Coaches, mentors and develops staff
- Acts as Vice President of Procurement as necessary

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position are a Bachelor's degree in management, business, or a related field from an accredited college or university. The incumbent should have a minimum of seven years of progressively responsible experience in purchasing, contracts management and competitive procurement processes, of which at least five years must include experience in a public (government) organization; possession of a Valid Class E driver's license. Must hold active Certified Public Purchasing Officer (CPPO) certification by the Universal Public Purchasing Certification Council (other certifications will not satisfy this minimum requirement).

Desirable Qualifications:

- Master's degree in management or business administration
- Certified Purchasing Manager (C.P.M.), Certified Professional in Supply Management (CPSM) or other equivalent professional certification
- Managerial experience with an agency that has obtained the National Institute of Government Purchasing's Pareto Accreditation or Outstanding Agency Accreditation Achievement Award (OA4), National Procurement Institute's Achievement of Excellence in Procurement Award, Florida Association of Public Procurement Officials Achievement of Excellence in Procurement Award or other equivalent type of award or accreditation
- Experience in utilizing Oracle EBS and other automated procurement systems

JOB SPECIFIC COMPETENCIES

- Knowledge of the principles and practices of purchasing and procurement within a public agency
- Considerable knowledge of Federal, State and Aviation Authority rules and regulations governing procurement practices within a public agency
- Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency situations
- Ability to seamlessly plan and coordinate multiple activities occurring simultaneously
- Ability to accurately and meticulously maintain records and prepare technical reports
- Ability to communicate effectively orally and in writing
- Ability to easily build rapport and establish and maintain positive effective working relationships with co-workers, representatives of other agencies, and the general public

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Department:	Procurement
Pos. No:	TBD
Pay Grade:	E6 ($103,700 – $215,000) – **Exempt**
Last update:	11/2018 ALC

POSITION OVERVIEW

Performs technical and supervisory duties in an environmental data collection and monitoring activity.

POSITION ACCOUNTIBILITIES

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.

- Oversee inventory control and maintain the security of the inventory and Central Warehouse.
- Maintain computerized administration and automated storage and retrieval systems.
- Ensure quality, delivery and budget objectives are met.
- Ensure communication with internal and external customers is timely and accurate and provides the highest quality of service.
- Keep inventory control systems up to date and plan future capacity requirements.
- Produce regular reports and statistics on a daily, weekly and monthly basis as requested.
- Train staff and monitoring their performance and progress.
- Ensure the health, safety, cleanliness and security of the work environment.
- Oversee the planned maintenance of vehicles, machinery and equipment.
- Oversee purchasing controls.
- Review and approve requisitions, purchase orders, and vendor invoices
- Develop departmental policies and procedures.
- Function as a Procurement Agent as necessary
- Act as Manager of Procurement Non-Capital Programs and Materials Management as necessary.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position are a Bachelor's degree in management, business, or a related field from an accredited college or university. The incumbent should have a minimum of three years of progressively responsible experience in inventory management, procurement specifications development, contract negotiations and possess a valid Class C driver's license. The incumbent must be a Certified Professional Public Buyer (CPPB) or equivalent.

DESIRABLE:

- Certified Purchasing Manager (C.P.M.), Certified Public Purchasing Officer (CPPO), Certified Professional in Supply Management (CPSM) or other equivalent professional certification.
- Experience in utilizing Oracle and other automated procurement systems.

JOB SPECIFIC COMPENTENCIES

- Knowledge of governmental accounting principles, practices, procedures, methods, and theory.
- Knowledge of laws, rules, and policies governing assigned functional accounting area.
- Knowledge of computer operations using accounting and spreadsheet applications.
- Ability to develop computer based spreadsheets, graphs, summaries, and reports.
- Ability to post, balance and reconcile financial accounts and records.

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Tampa International Airport

Position Title: Procurement Agent

POSITION OVERVIEW

Reporting to the Manager of Non-Capital Programs and Materials Management, the Procurement Agent will be responsible for managing procurement and contractual projects for commodities, professional, management and maintenance services, concessions, information technology software and support, and airport tenants.

POSITION ACCOUNTIBILITIES

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.

- Research and document development;
- Coordinating the evaluation process;
- Negotiating contract terms;
- Implementing program adjustments;
- Coordinating and overseeing the pre-proposal/bid conferences;
- Identifying cooperative and government contracting opportunities;
- Analyzing detailed financial data.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year degree-granting college or university in Business Administration, Management, Public Administration or related field and at least two years of experience in contract and procurement document development, including contract writing and management, and knowledge of governmental regulations/ processes/ research techniques, etc. Must possess the Certified Professional Public Buyer and/or Certified Public Procurement Officer designation(s) issued by the Universal Public Procurement Certification Council or equivalent. Knowledge of Oracle E-Business Suite is preferred.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of policies and procedures of the Department of Operations.
- Considerable knowledge of Federal, State and Aviation Authority rules and regulations governing use and operation of airports.
- Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency situations.
- Ability to plan and coordinate multiple activities occurring simultaneously.
- Ability to maintain records and prepare technical reports.
- Ability to communicate effectively orally and in writing.
- Ability to establish and maintain effective working relationships with co-workers, representatives of other agencies, and the general public.
- Ability to use a computer and related software.

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Department:	Procurement
Pos. No:	00000
Pay Grade:	E3 ($65,500 – $136,200) – **Exempt**
Last update:	8/2018 Compensation

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Department:	Procurement
Pos. No:	00000
Pay Grade:	E3 ($65,500 – $136,200) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: *Property Control Specialist*

JOB OVERVIEW

Performs administrative and warehouse duties related to property and inventory control of organizational assets in accordance with applicable requirements.

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.

- Establishes and maintains methods, procedures, and records to account for equipment purchases using computer operated software
- Disposes of surplus property and accounts for all funds generated through these sales
- Coordinates with property custodians to ensure all property is accounted for
- Researches specifications to assist in determining appropriate equipment to purchase and prepares requisitions
- Performs appraisals and/or assessments regarding the value of property based on condition and makes recommendations as to the appropriate disposition
- Maintains current records for a wide variety of accountable equipment and materials
- Assigns property numbers, affix tags to accountable equipment, and records age, condition, and value
- Initiates forms for the transfer of equipment
- Issue inventory items to customers utilizing electronic scanners
- Assists with the Authority's Fuel Management System, including monthly reporting
- Performs the receiving processes for items delivered, including checking for damage, and verifying quantities
- Performs delivery of goods received
- Perform daily cycle counts
- Maintains an inventory of parts and equipment on hand
- Performs other related duties as required

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; two years of experience in property control of capital assets, valid Florida driver license and forklift certified or able to become forklift certified and ability to lift 50 lbs.

JOB SPECIFIC COMPETENCIES

- Working knowledge of property control, inventory procedures.
- Working knowledge of rules and regulations governing procedures for disposal of surplus property.
- Working knowledge of the functions, services, procedures and regulations of the unit or department to which assigned.
- Working knowledge of purchasing, storekeeping and property control practices.
- Working knowledge of property depreciation procedures.
- Skill in performing mathematical calculations and applying property and inventory control practices.
- Ability to maintain records of equipment, purchases and surplus property.
- Ability to develop and maintain a database to verify proper identification of property and equipment.
- Ability to use a computer and related software.
- Ability to maintain work related records and prepare reports.

Department:	Procurement
Pos. No:	00000
Pay Grade:	– Non **Exempt**
Last update:	10/09/18 WID

- Ability to prioritize workload.
- Ability to work effectively with others.
- Ability to proof own work and the work of others.

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Tampa International Airport

Position Title: Senior Manager, Procurement Non-Capital Program

POSITION OVERVIEW

Reporting to the Director, Procurement, Non-Capital and Materials Management, this position oversees four Procurement Agents and is responsible for providing procurement support for 20+ departments including Maintenance, Information Technology, Marketing, Operations, and Concessions utilizing primarily formal and informal solicitation processes such as Invitation To Bid (ITB), Request for Quotes (RFQ), sole source, government contract purchasing, and direct purchases. This position serves as the training administrator for the department and is responsible for Authority-wide staff procurement training, including the introduction to procurement, advance procurement and requisitions. This position is responsible for ensuring contract spend and purchasing controls do not exceed authorized limits, amendments, change orders, and renewals. This position also serves as the department lead for Enterprise Resource Planning system upgrades, patches and issue resolution.

POSITION ACCOUNTIBILITIES

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.

- Ensures compliance with all federal, state and local procurement requirements in the selection of supply and service providers, contractors, concessionaires, consultants and individuals providing services to the Authority
- Represent the Authority in negotiating contracts, agreements, work orders and change orders
- Analyzes costs and revenue projections against industry best practices
- Represent the Procurement department at Development Committee meetings
- Oversee the development of solicitation documents, specifications and contract documents for construction projects and professional service agreements
- Analyzes proposals and bids for responsiveness
- Facilitate and oversee technical proposal evaluation process
- Oversee purchasing controls
- Review and approve requisitions, purchase orders, and vendor invoices
- Develop departmental policies and procedures
- Provide oversight and direction to employees
- Act as Director, Procurement Non–Capital Program and Materials Management as necessary

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position are a Bachelor's degree in management, business, or a related field from an accredited college or university. The incumbent should have a minimum of five years of progressively responsible experience in supervision, purchasing, contracts management and competitive procurement processes, of which at least five years must include experience in a public (government) organization; possession of a Valid Class E driver's license or ability to obtain within 6 months of employment. Must hold active Certified Public Purchasing Officer (CPPO) certification by the Universal Public Purchasing Certification Council (other certifications will not satisfy this minimum requirement).

Department:	Procurement
Pos. No:	14820
Pay Grade:	E5 ($89,000 – $185,000) – **Exempt**
Last update:	8/2018 Compensation

IDEAL CANDIDATE QUALIFICATIONS:

- Master's degree in management, business or construction.
- Certified Purchasing Manager (C.P.M.), Certified Professional in Supply Management (CPSM) or other equivalent professional certification.
- Management experience with an agency that has obtained the National Institute of Government Purchasing's Pareto Accreditation or Outstanding Agency Accreditation Achievement Award (OA4), National Procurement Institute's Achievement of Excellence in Procurement Award, Florida Association of Public Procurement Officials Achievement of Excellence in Procurement Award or other equivalent type of award or accreditation.
- Experience in utilizing Oracle and other automated procurement systems

JOB SPECIFIC COMPENTENCIES

- Knowledge of the principles and practices of purchasing and procurement within a public agency
- Considerable knowledge of Federal, State and Aviation Authority rules and regulations governing procurement practices within a public agency
- Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency situations
- Ability to seamlessly plan and coordinate multiple activities occurring simultaneously
- Ability to accurately and meticulously maintain records and prepare technical reports
- Ability to communicate effectively orally and in writing
- Ability to easily build rapport and establish and maintain positive effective working relationships with co-workers, representatives of other agencies, and the general public

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Tampa International Airport

Position Title: Senior Manager, Procurement – Capital Programs

POSITION OVERVIEW

Reporting to the Director of Procurement, this position is responsible for the procurement of capital programs including contract and agreement negotiations for professional and non-professional services managing the procurement processes for Requests for Proposals (RFP) and Requests for Qualifications (RFQ), oversees the development of specifications and scopes of work, and the acquisition of development program state and federal grant funding. This position is also responsible for the capital programs projects controls group and the department's general administration section.

The following positions report directly to the Manager of Procurement – Capital Programs:

General and Project Managers (Procurement Agents) – these positions oversee the Procurement of professional and non-professional services through the RFP, RFQ and formal bid processes.

Project Managers (Project Controls) – these positions manage and maintain Project Management Plan documentation and project cost and cash flow projection documentation in support of the Capital Improvement Program.

POSITION ACCOUNTIBILITIES

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.

- Ensuring compliance with all federal, state and local procurement requirements in the selection of contractors, concessionaires, consultants and individuals providing services to the Authority.
- Represent the Authority in negotiating contracts and agreements.
- Analyze construction costs and revenue projections against industry best practices.
- Oversee the development of specifications and contract documents for construction projects, professional service agreements and revenue generating agreements.
- Analyze bids for responsiveness.
- Facilitate and oversee technical proposal evaluation process.
- Oversee state and federal grant funding program including application preparation and short and long term planning and closeout.
- Oversee Passenger Facility Charge application process.
- Responsible for maintaining the 20 year Capital Improvement Program funding plan.
- Negotiate with state and federal agencies for Capital Improvement funding in support of the development program.
- Develop departmental policies and procedures.
- Act as Director of Procurement as necessary.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in this position are a Bachelor's degree in management, business, construction, or a related field from an accredited college or university. The incumbent should have a minimum of five years of progressively responsible experience in procurement specifications development, contract negotiations, grant funding management and possess a valid Class C driver's license.

Department:	Procurement
Pos. No:	14820
Pay Grade:	E5 ($89,000 – $185,000) – **Exempt**
Last update:	8/2018 Compensation

DESIRABLE:

- Master's degree in management, business or construction.
- General contractor's license, class "A" preferred.
- Certified Purchasing Manager (C.P.M.), Certified Public Purchasing Officer (CPPO), Certified Professional in Supply Management (CPSM) or other equivalent professional certification.
- Experience in utilizing Oracle and other automated procurement systems

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Tampa International Airport

Position Title: *Senior Procurement Agent*

POSITION OVERVIEW

Reporting to the Purchasing Manager, Non-Capital Program, this position is primarily responsible for managing complex projects and performing procurements utilizing the request for proposals (RFP), request for qualifications (RFQ), invitation to bid (ITB), invitation to quote (ITQ), sole source, cooperative and government contract, and direct purchase methods.

POSITION ACCOUNTABILITIES

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.

- Performs in depth research to develop ITB, RFP and RFQ solicitations and contract technical specifications.
- Analyst cost proposals, financial data and prepares detailed management reports.
- Develops complex contract and ITB, RFP and RFQ solicitation documents.
- Coordinates and facilitates the ITB, RFP and RFQ solicitation evaluation process.
- Manages complex ITB, RFP and RFQ solicitations through governing Board of approval
- Negotiates contract terms, insurance and surety requirements.
- Analyzes contract terms and conditions and develops and processes change orders and amendments as needed.
- Administers contract administration software program and provide user training.
- Monitor and develop supplier participation in procedure-to-pay process.
- Prepares project related Board documents.
- Coordinates and oversees pre-solicitation conferences.
- Identifies cooperative and government contracting opportunities.
- Analyzes detailed financial data where applicable.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and three years of experience directly related to the position duties or two (2) year degree in Business Administration, Business Management, Public Administration or related field and four (4) years of experience directly related to the position accountabilities. Must possess the Certified Professional Public Buyer (CPPB) designation(s) and/or Certified Public Procurement Officer (CPPO) designation(s) issued by the Universal Public Procurement Certification Council or the ability to obtain either certification within eighteen months of hire.

JOB SPECIFIC COMPETENCIES

- Knowledge of the principles and practices of management.
- Knowledge of the functions, activities, requirements, and objectives of the specific programs/functional areas to which assigned.
- Knowledge of federal, state and local regulations pertaining to assigned functional area.
- Ability to analyze data and present ideas and information effectively, both orally and in writing.
- Ability to anticipate and meet the need of clients with a commitment to improving services.
- Ability to establish objectives and strategies, identify required resources, and develop plans to carry out work.
- Ability to use considerable initiative, think independently, and exercise sound judgment.
- Ability to establish operation or program objectives and strategies for a functional or operational area.
- Ability to analyze and report upon operating conditions and problems.
- Ability to take a long-term view and recognize opportunities to help the organization accomplish its objectives.

Department:	Procurement
Pos. No:	00000
Pay Grade:	E3 ($65,500-$136,200) - **Exempt**
Last update:	8/2018 Compensation

TPA MISSION STATEMENT

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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.

Department:	Procurement
Pos. No:	00000
Pay Grade:	E3 ($65,500-$136,200) - **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: *Senior Property Control Specialist*

JOB OVERVIEW

Performs administrative and warehouse duties related to property and inventory control of organizational assets in accordance with applicable requirements.

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.

- Oversee, establishing and maintaining methods, procedures, and records to account for equipment purchases using computer operated software.
- Disposes of surplus property and accounts for all funds generated through these sales.
- Coordinates with property custodians to ensure all property is accounted for.
- Researches specifications to assist in determining appropriate equipment to purchase and prepares requisitions.
- Performs appraisals and/or assessments regarding the value of property based on condition and makes recommendations as to the appropriate disposition.
- Maintains current records for a wide variety of accountable equipment and materials.
- Assigns property numbers, affix tags to accountable equipment, and records age, condition, and value.
- Initiates forms for the transfer of equipment.
- Ability to oversee the operations of a stockroom or warehouse
- Maintains an inventory of parts and equipment on hand.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; four years of experience in property control of capital assets, valid Florida driver license and forklift certified or able to become forklift certified, and ability to lift 50 lbs.

JOB SPECIFIC COMPETENCIES

- Working knowledge of property control, inventory procedures.
- Working knowledge of rules and regulations governing procedures for disposal of surplus property.
- Working knowledge of the functions, services, procedures and regulations of the unit or department to which assigned.
- Working knowledge of purchasing, storekeeping and property control practices.
- Working knowledge of property depreciation procedures.
- Skill in performing mathematical calculations and applying property and inventory control practices.
- Ability to maintain records of equipment, purchases and surplus property.
- Ability to develop and maintain a database to verify proper identification of property and equipment.
- Ability to use a computer and related software.
- Ability to maintain work related records and prepare reports.
- Ability to prioritize workload.
- Ability to work effectively with others.
- Ability to proof own work and the work of others.

Department:	Procurement
Pos. No:	00000
Pay Grade:	NE6 - $22.98 - $43.08 Non **Exempt**
Last update:	10/09/18 WID

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Department:	Procurement
Pos. No:	00000
Pay Grade:	NE6 - $22.98 - $43.08 Non **Exempt**
Last update:	10/09/18 WID

Tampa International Airport

Position Title: Vice President, Procurement

POSITION OVERVIEW

The Vice President of Procurement acts as the Chief Procurement Officer of the Authority and is responsible for all direct and indirect procurement, supply chain management, facilities management of the Authority. The position reports to the Executive Vice President of Finance and Procurement.

POSITION ACCOUNTABILITIES

The Vice President of Procurement provides leadership, direction and strategic vision in the development of the procurement process, in assisting with developmental specifications and scopes of work, selecting an appropriate method of procurement and contract type, negotiations of contracts and the assembly of contracts or agreements and award recommendations for submittal to the Board of Directors.

The Vice President of Procurement has two Senior Managers as direct reports and the Procurement department is currently staffed with 19 FTEs.

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.

- Ensuring compliance with all federal, state and local procurement requirements in the selection of contractors, concessionaires, consultants and individuals providing goods or services to the Authority.
- Developing and implementing purchasing and contract management instructions, policies, and procedures.
- Representing the Authority in negotiating contracts with suppliers.
- Overseeing the development of specifications for equipment, products or substitute materials.
- Ensuring requisitions and purchase orders for supplies and equipment are processed in a timely manner.
- Resolving vendor or contractor grievances and claims against suppliers.
- Directing and coordinating activities of personnel engaged in buying, selling, and distributing materials, equipment, equipment, and supplies.

JOB SPECIFIC COMPENTENCIES

- Knowledge of the principles and practices of purchasing and procurement within a public agency.
- Considerable knowledge of Federal, State and Aviation Authority rules and regulations governing procurement practices within a public agency.
- Ability to analyze situations quickly and objectively and determine a proper course of action to be taken in emergency situations.
- Ability to plan and coordinate multiple activities occurring simultaneously.
- Ability to maintain records and prepare technical reports.
- Ability to communicate effectively orally and in writing.
- Ability to establish and maintain effective working relationships with co-workers, representatives of other agencies, and the general public.
- Ability to use a computer and related software.

Department:	Procurement
Pos. No:	14673
Pay Grade:	E8 ($140,800-$260,100)
Last update:	8/2018 Compensation

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in the position include a Master's degree in management, business, construction or public administration. The incumbent should have a minimum of seven years of progressively responsible experience in purchasing, contracts management and/or competitive procurement, including experience in a public (government) organization or with an organization that is a federal government contractor; possession of a Valid Class E driver's license.

DESIRABLE:

- Certified Purchasing Manager (C.P.M.), Certified Public Purchasing Officer (CPPO), Certified Professional in Supply Management (CPSM) or other equivalent professional certification.
- Experience in utilizing Oracle and other automated procurement systems.
- Managerial experience with an agency that has obtained the National Institute of Government Purchasing's Outstanding Agency Accreditation Achievement Award (OA4), National Procurement Institute Achievement of Excellence in Procurement Award, Florida Association of Public Procurement Officials Achievement of Excellence in Procurement Award or other equivalent type of award or accreditation.
- Experience in utilizing Oracle or other automated procurement system

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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.

MINIMUM QUALIFICATIONS

The recommended qualifications to perform successfully in the position include a Bachelor's degree in business administration or technology, at least eight years of extensive information technology experience to include at least five 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.

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POSITION OVERVIEW

Performs law enforcement trainee duties for the protection of Aviation Authority property, facilities, personnel and the general public; to become eligible for promotion to Airport Police Officer.

DISTINGUISHING FEATURES

Employees in this classification perform trainee duties of average difficulty requiring reasonable initiative and independent judgement under immediate supervision.

POSITION ACCOUNTIBILITIES

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.

- Enforces Aviation Authority regulations, federal, state and local laws.
- Enforces traffic laws by observing, issuing citations and warnings and apprehending violators on Aviation Authority premises.
- Responds to calls and investigates problems, disturbances, traffic accidents, crimes, emergencies and other incidents; provides assistance and prepares related reports.
- Performs foot and vehicle patrols of assigned areas to detect and monitor possible criminal and civil law violations and interrogates suspicious persons; apprehends and arrests suspected violators.
- Testifies in court to provide an accurate account of investigation reports and findings.
- Provides information and assistance to the public.
- Administers Cardiopulmonary Resuscitation (CPR) and first aid as required.
- Impounds vehicles that have been abandoned/illegally parked or have been used in the commission of a crime.
- Transports prisoners to detention or medical facilities.
- Maintains patrol car, weapons and other law enforcement equipment to insure operational readiness.
- Operates communications equipment.
- Completes written reports and required forms in accordance with standard operating procedures and directives.
- Prepares and preserves evidence in accordance with directives to maintain chain of custody.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and age 19 years or older; and a United States citizen; and possession of a valid State of Florida Driver License;

AND ONE OF THE FOLLOWING:

An Associate's Degree or equivalent (60 semester or 90 quarter hours of study) from an accredited college or university;

or

Three years of active duty military service with any branch of the United States Armed Forces or the United States Coast Guard, National Guard or Reserves;

or

Three years of experience as a State of Florida certified Detention Deputy/Correctional Officer;

or

Be an employee of the Hillsborough County Aviation Authority for a minimum of two years or more.

JOB SPECIFIC COMPENTENCIES

Note: To be acquired during the training period

- Working knowledge of crime detection, criminal and accident investigation, and court procedures.
- Working knowledge of civil and criminal laws, police and Aviation Authority rules, regulations and standard operating procedures.
- Working knowledge of traffic accident control measures and investigation methods and techniques.
- Skill in the use and care of firearms and other law enforcement related equipment.
- Skill in the use of communications equipment.
- Skill in administering CPR and first aid.
- Ability to make effective decisions calmly and quickly in emergency or hazardous situations.
- Ability to enforce the law courteously, tactfully, firmly and impartially.
- Ability to follow established procedures and pay close attention to detail.
- Ability to work effectively with others.
- Ability to communicate effectively both orally and in writing.
- Ability to prepare work related reports.
- Ability and willingness to work rotating shifts to include nights, weekends and holidays in a subtropical climate under adverse weather conditions.
- Ability to work with antagonistic persons or with the public under adverse conditions.
- Ability to safely operate a motor vehicle.
- Ability to maintain confidential information.
- Ability to use a computer and related software.

APPOINTING AUTHORITY REQUIRES

- No more than three moving violations within the past five years including adjudication withheld.
- No more than five moving violations during driving history including adjudication withheld.
- No illegal drug sale.
- No illegal drug use within the past 36 months.
- No illegal drug use after 30 years of age.
- No illegal drug use subsequent to Law Enforcement Academy entry or Law Enforcement Certification.
- No felony convictions.
- No misdemeanor convictions involving perjury, false statement or domestic violence.
- Prior military personnel must not have a dishonorable discharge from a branch of the United States Armed Forces, the United States Coast Guard, the National Guard or Reserve Forces.
- Successful completion of a Physical Abilities Test.
- Successful completion of written exam with 70% score in each tested section.
- Meeting all medical and physical requirements.
- No tattoos or body piercings that are visible while wearing the required uniform.
- Successful completion of a background investigation, to include a polygraph exam.
- Police Officer Trainees to participate in the response/recovery activities related to emergencies/disasters. They are required to work in their normal job duties and other activities within their stills and capabilities. Proper compensation will be made in accordance with existing rules and procedures.

SPECIAL PROBATIONARY NOTE

A six month probationary period will begin once the Law Enforcement Certification is achieved and the candidate is promoted to Airport Police Officer.

SPECIAL NOTES

Employees in this class are required to complete a designated training program as defined by the Tampa Airport Police department. Upon certification of successful completion of training, incumbents will be promoted to the position of Airport Police Officer. The training period may be extended by the Agency if it deems it necessary; failure to successfully pass the training program and Criminal Justice Standards and Training Law Enforcement Exam will result in termination of employment or return to former classification.

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Department:	Public Safety and Security
Pos. No:	TBD
Pay Grade:	PK $17.86 - $21.28
Last update:	12/05/2018 WID

Tampa International Airport

Position Title: *Police Corporal*

POSITION OVERVIEW

Performs law enforcement duties for the protection of Aviation Authority property, facilities, personnel and the general public including assisting in the supervision of subordinate personnel.

POSITION ACCOUNTIBILITIES

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.

- Enforces all federal, state and local laws and Aviation Authority regulations.
- Enforces traffic laws by observing, issuing citations and warnings and apprehending violators on Aviation Authority premises.
- Assists superior officers in evaluating and assigning officers to patrol areas.
- Responds to calls and investigates problems, disturbances, traffic accidents, crimes, emergencies and other incidents, provides assistance and prepares related reports.
- Performs foot and vehicle patrols in assigned areas on Aviation Authority property to detect and monitor possible criminal activity and interrogates suspicious persons.
- Plans, organizes and supervises the work of others as needed.
- Apprehends and arrests suspected law violators to ensure public safety
- Testifies in court to provide an accurate account of investigation reports and findings.
- Provides information and assistance to the public.
- Administers Cardiopulmonary Resuscitation (CPR) and first aid as required and maintains certification currency.
- Impounds abandoned or illegally parked vehicles, and vehicles used in the commission of crimes.
- Transports prisoners to detention or medical facilities.
- Maintains patrol car, weapons and other law enforcement equipment to insure operational readiness.
- Operates communications equipment.
- Completes written reports and required forms in accordance with standard operating procedures and directives.
- Prepares and preserves evidence in accordance with directives to maintain chain of custody.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED certificate; and three years of experience as a Tampa International Airport Police Officer; and possession of a Florida Law Enforcement Certification; and possession of a valid Florida Driver's License.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of crime detection, criminal investigation, and accident investigation and court procedures.
- Working knowledge of civil and criminal laws, police and Aviation Authority rules and regulations and standard operating procedures.
- Working knowledge of traffic accident control measures and investigation methods and techniques.
- Skill in the use and care of firearms and other law enforcement related equipment.
- Skill in the use of communications equipment.
- Skill in administering CPR and first aid.
- Ability to make effective decisions calmly and quickly in emergency or hazardous situations.
- Ability to enforce the law courteously, tactfully, firmly and impartially.
- Ability to follow established procedures and pay close attention to detail.
- Ability to work effectively with others.
- Ability to communicate effectively both orally and in writing.
- Ability to prepare work related reports.

Department:	Public Safety and Security
Pos. No:	00000
Pay Grade:	PN - $30.95–$38.81 / POLICE HOURLY – 2184 HRS
Last update:	8/2018 Compensation

- Ability and willingness to work rotating shifts to include nights, weekends and holidays in a subtropical climate under adverse weather conditions.
- Ability to work with antagonistic persons or with the public under adverse conditions.
- Ability to safely operate a motor vehicle.
- Ability to maintain confidential information.
- Ability to use a computer and related software.

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POSITION OVERVIEW

Reporting to the Captain of Operations the Police Lieutenant will perform managerial duties involving the operational activities of the Public Safety and Security Department on an assigned shift.

POSITION ACCOUNTIBILITIES

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- Manages subordinate staff on an assigned shift by scheduling, assigning and reviewing work; providing training and counseling and evaluating performance.
- Coordinates assignments for the patrol, airport operations center and traffic unit, assigns patrol areas to ensure adequate coverage, monitors activities to ensure adequate staffing and coordinates backup support for contingency actions.
- Enforces all federal, state, and local laws and Aviation Authority regulations.
- Can perform any duties expected of a subordinate uniformed member of the Airport Police Department.
- Reviews investigative reports and personally assumes command of investigations presenting unusual and difficult problems.
- Advises personnel of changes in laws, regulations and policies.
- Assists in formulating policies and procedures.
- Examines reports for accuracy and completeness.
- Inspects on duty personnel to ensure they are properly uniformed and equipped.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's degree or 60 college credit hours from an accredited college or university and must have continuous service at the rank of sergeant for two years and possession of a Florida Law Enforcement Certification; and possession of a valid Florida Driver's License.

JOB SPECIFIC COMPENTENCIES

- Ability to meet the job requirements of subordinate law enforcement personnel.
- Ability and willingness to work rotating shifts, to include night, weekends and holidays.
- Ability to manage, direct, motivate, develop, discipline and evaluate subordinates.
- Ability to communicate orally and in writing to subordinates, superior officers, Authority Executives and Board of Directors, Public Officials, the Media and public at large.
- Ability to review and recommend updates to the departments general orders and Authority Policy and Procedures.
- Ability to plan and conduct staff meetings with subordinates and report back to Superior Officers.
- Ability to assist with resolving complex problems/situations and provide technical and procedural expertise.
- Ability to forecast shift resource needs to meet service demands.
- Ability to adapt, respond and optimize resources as a result of emergencies and special events.
- Ability to respond effectively and professionally to service complaints and questions about services.
- Ability to stay current with law enforcement technology and best practices.
- Ability to attend training and seminars and conduct training as required.

- Ability to maintain confidential information.
- Ability to safely operate a motor vehicle.
- Ability to work harmoniously with others to get the job done.
- Considerable knowledge of civil and criminal laws, Department and Authority work rules and labor agreements.
- Considerable knowledge of the Authority Master Plan as it applies to Public Safety and Security.
- Considerable knowledge of Authority Office Suite software to include word, excel and power point.

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Tampa International Airport

Position Title: Police Officer

POSITION OVERVIEW

Performs law enforcement duties for the protection of Aviation Authority property, facilities, personnel and the general public.

POSITION ACCOUNTIBILITIES

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.

- Enforces all Aviation Authority regulations, federal, state and local laws.
- Enforces traffic laws by observing, issuing citations and warnings and apprehending violators on Aviation Authority premises.
- Responds to calls and investigates problems, disturbances, traffic accidents, crimes, emergencies and other incidents; provides assistance and prepares related reports.
- Performs foot and vehicle patrols in assigned areas on Aviation Authority property to detect and monitor possible criminal activity and interrogates suspicious persons.
- Apprehends and arrests suspected law violators to ensure public safety.
- Testifies in court to provide an accurate account of investigation reports and findings.
- Provides information and assistance to the public.
- Administers Cardiopulmonary Resuscitation (CPR) and first aid as required and maintains certification currency.
- Impounds abandoned or illegally parked vehicles, and vehicles used in the commission of crimes.
- Transports prisoners to detention or medical facilities.
- Maintains patrol car, weapons and other law enforcement equipment to insure operational readiness.
- Operates communications equipment.
- Completes written reports and required forms in accordance with standard operating procedures and directives.
- Prepares and preserves evidence in accordance with directives to maintain chain of custody.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and
Age 19 years or older; and
A United States citizen; and
Possession of a State of Florida Law Enforcement Officer Certification; and
Possession of a valid State of Florida Driver License.

AND ONE OF THE FOLLOWING:

Three years of experience as a federal, state, county, city or airport authority law enforcement officer.
Or
An Associate's degree; and
Two years of experience as a federal, state, county, city or airport authority law enforcement officer.
Or
An Associate's degree; and
Successful completion of a State of Florida Criminal Justice Standards and Training Commission certified Police Academy.

JOB SPECIFIC COMPENTENCIES

- Working knowledge of crime detection, criminal investigation, and accident investigation and court procedures.
- Working knowledge of civil and criminal laws, police and Aviation Authority rules, regulations and standard operating procedures.
- Working knowledge of traffic accident control measures and investigation methods and techniques.

Department:	Public Safety and Security
Pos. No:	00000
Pay Grade:	NE HRLY ($21.58-$35.70)
Last update:	8/2018 Compensation

- Skill in the use and care of firearms and other law enforcement related equipment.
- Skill in the use of communications equipment.
- Skill in administering CPR and first aid.
- Ability to make effective decisions calmly and quickly in emergency or hazardous situations.
- Ability to enforce the law courteously, tactfully, firmly and impartially.
- Ability to follow established procedures and pay close attention to detail.
- Ability to work effectively with others.
- Ability to communicate effectively both orally and in writing.
- Ability to prepare work related reports.
- Ability and willingness to work rotating shifts to include nights, weekends and holidays in a subtropical climate under adverse weather conditions.
- Ability to work with antagonistic persons or with the public under adverse conditions.
- Ability to safely operate a motor vehicle.
- Ability to maintain confidential information.
- Ability to use a computer and related software.

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POSITION OVERVIEW

Performs supervisory duties relating to the operational activities of a squad of airport police officers involved in law enforcement at Tampa International Airport.

POSITION ACCOUNTIBILITIES

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.

- Enforces all federal, state and local laws and Aviation Authority regulations.
- Performs any duties expected of a subordinate uniformed member of the Airport Police Department.
- Supervises and assigns duties to a squad of uniformed officers or, if necessary, supervises all uniformed officers assigned to the watch.
- Reviews reports of subordinate personnel for accuracy and completeness.
- Inspects equipment and appearance of subordinate personnel.
- Takes charge of major criminal investigations until relieved by a superior officer.
- Operates communications equipment.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

An Associate's degree or 60 college credit hours from an accredited college or university and must have continuous service at the rank of corporal for two years and possession of a Florida Law Enforcement Certification; and possession of a valid Driver's License.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of crime detection, criminal investigation, accident investigation and court procedures.
- Considerable knowledge of civil and criminal laws, police and Aviation Authority rules and regulations and standard operating procedures.
- Considerable knowledge of traffic accident control measures and investigation methods and techniques.
- Skill in the use and care of firearms and other law enforcement related equipment.
- Skill in the use of communications equipment.
- Skill in administering CPR and first aid.
- Ability to make effective decisions calmly and quickly in emergency or hazardous situations.
- Ability to enforce the law courteously, tactfully, firmly and impartially.
- Ability to follow established procedures and pay close attention to detail.
- Ability to work effectively with others.
- Ability to communicate effectively both orally and in writing.
- Ability to prepare work related reports.
- Ability and willingness to work rotating shifts to include nights, weekends and holidays in a subtropical climate under adverse weather conditions.
- Ability to work with antagonistic persons or with the public under adverse conditions.
- Ability to safely operate a motor vehicle.
- Ability to maintain confidential information.
- Ability to use a computer and related software.

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Department:	Public Safety and Security
Pos. No:	00000
Pay Grade:	PP: $35.34 – $43.72 / POLICE HOURLY – 2184 HRS
Last update:	8/2018 Compensation

TPA VISION STATEMENT

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Department:	Public Safety and Security
Pos. No:	00000
Pay Grade:	PP: $35.34 – $43.72 / POLICE HOURLY – 2184 HRS
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Senior Administrative Assistant (Public Safety & Security)

POSITION OVERVIEW

Performs a wide variety of paraprofessional administrative/secretarial duties, supporting a director or agency head of a large department or agency of a County function or operation. May supervise subordinate administrative/clerical and administrative/secretarial staff. As needed, one Administrative Specialist III level position may be authorized to support a director or agency head.

POSITION ACCOUNTIBILITIES

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.

- Independently performs a wide variety of paraprofessional administrative, secretarial and confidential functions and duties supporting a director or agency head.
- Manages and closely monitors director's or agency head's calendar; schedules and coordinates appointments, conferences and itineraries; makes travel and lodging arrangements; completes travel reimbursement documentation.
- Initiates and schedules tentative appointments for director or agency head; reserves venue, coordinates attendees; assembles handout materials, slideshow presentations and equipment.
- Reviews outgoing correspondence for internal consistency and proper conformance with administrative policies, approvals and signatures, as well as formatting, grammatical construction and typographical errors.
- Initiates and composes agendas, minutes, correspondence, memos, spreadsheets, logs, invoices, and reports in final form, for approval or signature of director or agency head.
- Interprets, recommends and implements improvements to administrative policies and internal workflow procedures.
- Independently determines for the director or agency head, priority status and special attention to important matters received or observed, such as incoming postal mail, electronic mail, correspondence, statements, face-to-face customers, phone calls and internal staff actions.
- In the director or agency head's absence, ensures that requests for action or information are completed or referred to appropriate staff member or area of responsibility; determines whether director or agency head should be notified of high-priority or emergent matters.
- Makes recommendations and advises director or agency head on budgetary matters concerning office expenditures, such as equipment and supplies and monetary benefits, such as payroll, salary, and overtime. Independently processes, coordinates and adjusts payroll, timekeeping, schedules and leave requests for department or agency.
- Accesses, secures and monitors restricted, sensitive and confidential records or information to include but not limited to records involving- personnel, payroll, medical, performance or disciplinary.
- May prepare and distribute outgoing electronic mail and correspondence on behalf of director or agency head; as authorized, may utilize an electronic signature or stamp for director or agency head.
- May provide supervision, guidance, training, and review the work of subordinate administrative/clerical and administrative/secretarial staff to ensure accuracy, completion, timeliness and corrective action, as needed.
- May serve as representative and liaison for director or agency head by disseminating directives, instructions, assignments and following-up on the status of time sensitive items within the department or agency.
- May meet with customers, special interest groups, high-ranking officials, unions and others on behalf of director or agency head; or other professional staff, committee, council or board members.
- May take and transcribe dictation verbally or from electronic sources; may take minutes, record and report meetings or proceedings for the director or agency head.
- Performs other related duties as required.

Department:	Public Safety and Security
Pos. No:	14528
Pay Grade:	NE6 ($22.98 – $43.08) – Non **Exempt**
Last update:	8/2018 Compensation

MINIMUM QUALIFICATIONS

A Bachelor's degree; and three years of administrative/secretarial experience or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of policies, procedures, precedents, regulations, executive orders, and rules of assigned department or agency.
- Knowledge of executive administration, such as word processing, managing files and records, transcription, designing forms and other related procedures.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Knowledge of principles and processes for providing customer service, such as assessing customer needs, meeting quality standards for service, and evaluating customer satisfaction.
- Knowledge of the access, storage, destruction and release of restricted, sensitive and confidential information, and applicable guidelines.
- Skill in communication and effective writing.
- Skill in managing one's own time and the time of others.
- Skill in using logic and reasoning to identify complex problems and evaluate and implement alternative solutions, conclusions or approaches.
- Ability to use discretion and independent judgment in evaluating information.
- Ability to transcribe documents and information from different sources.
- Ability to serve the public and represent the department director or agency head with courtesy and professionalism.
- Ability to effectively lead or supervise lower level administrative/clerical and administrative/secretary staff.

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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.

Tampa International Airport

Position Title: Senior Traffic Specialist

POSITION OVERVIEW

This position reports to a Traffic Supervisor in the Traffic Division which falls under the umbrella of the Airport Police Department. The Senior Traffic Specialist will perform team lead duties over 3-5 Traffic Specialists in addition to providing information, public assistance and guidance to the public while enforcing parking laws and maintaining safety and control of vehicular and pedestrian traffic on airport arrival and departure drives, and other airport areas as needed. The traffic division enforces airport parking laws and regulations, and assist with Transportation Security Administration (TSA) transportation compliance requirements.

POSITION ACCOUNTIBILITIES

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.

- Perform team lead duties in a Public Safety and Security Department Police Traffic Division.
- Prepare daily and monthly work schedules, memorandums, correspondence, interoffice communications, etc.
- Direct and control vehicular traffic on Aviation Authority terminal curbside drives and at checkpoint areas crossing taxiways.
- Complete written reports and required forms in accordance with standard operating procedures and directives.
- Observe Traffic Specialists in the performance of their traffic management duties.
- Reassign personnel as needed to maintain efficient public access to the airport.
- Recommend new systems and procedures to improve traffic operations.
- Assist in the resolution of operational and administrative problems.
- Train newly hired personnel.
- Assist with oversight of maintenance, safety and cleanliness of the Traffic Division vehicle fleet to ensure operational readiness.
- Operate required communications equipment.
- Facilitate impounding of vehicles found in violation of airport parking regulations.
- Assume the authority of, and act on the behalf of the Traffic Supervisor, as required.
- Perform other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and
One year of experience directing and controlling vehicular traffic; and possession of a valid Florida Driver's License
Or
Any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies listed in the job description and additional details.
Must be able to pass the Police Department background investigation including a polygraph assessment and pre-employment drug screening.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of airport traffic rules and regulations.
- Working knowledge of airport security rules and regulations
- Working knowledge of the functions, services, procedures and regulations of the unit to which assigned.
- Ability to plan, organize and oversee the work of others.
- Ability to provide good customer service when dealing with the general public.
- Able to stand for long periods of time.
- Ability to properly direct vehicular traffic.
- Ability to operate a tow truck.

Department:	Public Safety and Security
Pos. No:	00000
Pay Grade:	NE3 ($17.36-$32.55) –Non **Exempt**
Last update:	8/2018 Compensation

- Ability to lift and carry up to 50 pounds
- Must be able to remain calm and make sound decisions under pressure and in the absence of supervision.
- Must be proficient in the use of Word, Outlook.
- Ability to communicate effectively orally and use appropriate writing techniques when required.
- Ability to train all personnel on company applications and procedures.
- Ability to define tasks and milestones to achieve objectives.
- Ability to follow oral and written instructions.
- Ability to establish and maintain effective working relationships with others within and outside own organization.
- Ability and willingness to work shift hours including weekends and holidays.
- Ability to use initiative and exercise sound judgement.

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Tampa International Airport

Position Title: Traffic Specialist

POSITION OVERVIEW

This position will report directly to a Traffic Supervisor in a team of 60+ employees. The Traffic Team is part of the Tampa International Police Department and performs various traffic related duties including vehicle traffic control, parking law enforcement and security duties in protection of Aviation Authority property, facilities, personnel and the general public. This specific opening will work on 3rd shift which are the hours of 11:00 pm to 7:00 am.

Starting salary $15.82 per hour.

POSITION ACCOUNTABILITIES

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- Directs and controls vehicular traffic on Aviation Authority terminal curbside drives and at checkpoint areas crossing taxiways.
- Provides customer service, curbside assistance and information to airport users.
- Performs security duties to ensure protection of airport property, facilities, personnel and the general public.
- Operates required communications equipment.
- Impounds vehicles found in violation of airport parking regulations.
- Operates Aviation Authority Vehicles.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Be 18 years of age or older; and graduation from high school or possession of a GED Certificate; and possession of a valid FL Driver License.

Additional position requirements:

- No more than three moving violations within the past five years including adjudications withheld.
- No more than five moving violations during driving history including adjudications withheld.
- No illegal drug sale
- No illegal drug use in the past 36 months
- No illegal drug use after the age of 30
- No felony convictions
- No misdemeanor convictions involving perjury or false statement
- No tattoos or body piercings visible while wearing short sleeve shirt and shorts required uniform

JOB SPECIFIC COMPETENCIES

- Working knowledge of airport traffic rules and regulations.
- Working knowledge of airport security rules and regulations.
- Working knowledge of the functions, services, procedures and regulations of the unit to which assigned.
- Ability to provide good customer service when dealing with the general public.
- Ability to sit or stand for long periods of time.
- Ability to properly direct vehicular traffic.
- Ability to operate a tow truck.
- Ability to lift and carry up to 50 pounds.
- Ability to remain calm under stressful conditions.
- Ability to communicate effectively both orally and in writing.

- Ability to work effectively with others.
- Ability to follow oral and written instructions.
- Ability and willingness to work shift hours including weekends and holidays.
- Ability to use radio and telephone communications equipment.
- Ability to work outside in a subtropical climate under adverse weather conditions.

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Tampa International Airport

Position Title: Traffic Supervisor

POSITION OVERVIEW

The Traffic Supervisor position reports to the Senior Manager of the Airport Police Department's Traffic Division. The traffic division enforces airport parking laws and regulations, and assist with Transportation Security Administration (TSA) transportation compliance requirements. The Traffic Supervisor will be responsible for leading a team of 13-17 non-sworn Traffic Specialists and Senior Traffic Specialists who assist the department by providing information, public assistance and guidance to the public while enforcing parking laws and maintaining safety and control of vehicular and pedestrian traffic on airport arrival and departure drives, and other airport areas as needed.

POSITION ACCOUNTIBILITIES

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.

- Perform Supervisory duties in a Public Safety and Security Department Police Traffic Division.
- Plan, coordinate and supervise assigned functions and activities to help achieve Police Traffic Division objectives.
- Prepare daily and monthly work schedules, payroll, memorandums, correspondence, interoffice communications, etc.
- Provide personnel guidance and counseling, including completing performance evaluations
- Validate and approve time cards for assigned employees.
- Complete written reports and required forms in accordance with standard operating procedures and directives.
- Oversee traffic operations; observe personnel in the performance of their traffic management duties.
- Observe and assess changing traffic conditions.
- Reassign personnel to maintain efficient public access to the airport.
- Assist with traffic control duties as required.
- Recommend new systems and procedures to improve traffic operations.
- Resolve operational and administrative problems.
- Monitor the status of allocated funds and provide input to management concerning the annual budget process.
- Assist in the recruitment, interview process, and training of new personnel.
- Coordinate with other departments/agencies both internally and externally.
- Oversee the maintenance, safety and cleanliness of the Traffic Division vehicle fleet to ensure operational readiness.
- Provide information and assistance to the public.
- Perform other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree college or university and one year of supervisory or lead worker/team leader experience directly related to the position duties; and possession of a valid Florida Driver's License or any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

Must be able to pass the Police Department background investigation including a polygraph assessment and pre-employment drug screening.

JOB SPECIFIC COMPENTENCIES

- Must be able to make sound decisions under pressure and in the absence of management.
- Must be proficient in the use of Word, PowerPoint and Outlook and use appropriate business writing techniques.
- Must be proficient in using advanced technology as part of the job requirement.
- Ability to train all personnel on company applications and procedures.

- Ability to define tasks and milestones to achieve objectives.
- Ability to establish and maintain effective working relationships with others within and outside own organization.
- Ability to communicate effectively orally and in writing.
- Ability to use initiative and exercise sound judgement.
- Ability to collect, organize and evaluate data to develop logical conclusions

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Tampa International Airport

Position Title: Traffic Training Coordinator

POSITION OVERVIEW

The Traffic Division Training Coordinator will serve as part of the team supporting Tampa International Airport's operations, public safety and security activity within the airport 24 hours a day. This 58-staff member team resides under the umbrella of the Airport's Police Department. The Traffic Training Coordinator will contribute to the growth and success of the Traffic Division's Training Program by developing and facilitating classroom and hands-on instruction for all Traffic personnel to include newly hired traffic specialists. Additionally, the Traffic Training Coordinator will be responsible for all annual and remedial training for personnel as required by the Florida Department of Law Enforcement.

POSITION ACCOUNTIBILITIES

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.

Position accountabilities include:

- Evaluate employee performance, analyze and identify opportunities for performance improvement and translate needs into lessons and remedial training modules.
- Develop, update, and review reference guides and instructional materials associated with Traffic Training.
- Perform as a Lead Trainer for newly hired Traffic Specialists and conducts classroom and on-the-job training.
- Perform training related administrative tasks; develop and maintain databases of training records.
- Attend meetings, serve on committees, and make presentations as needed. Perform general/clerical tasks, which may include answering telephone calls, making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.
- Proficient with MS Office programs (Outlook, Word, Power Point, Excel)
- Conduct monthly quality assurance reviews of traffic personnel performance and deliver analysis to supervision for follow-up coaching.
- Participate in the recruitment, review, interview, and selection process of traffic applicants.
- Maintain a comprehensive knowledge of training principles, procedures, and presentation techniques; research and assess new training techniques and programs; coordinate training resources, and provide updates to web based materials and printed guides when applicable.
- Engage in Traffic duties as workload and training schedules dictate; additional duties should be limited to periods of time when staffing assistance is immediately needed or when an emergency situation arises.
- Demonstrate scheduling flexibility to accommodate training needs for all shifts.
- Maintain training records and reports.
- Testify in court to provide an accurate account of information related to training records and emergency/non-emergency calls for assistance, as required
- Perform other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED certificate;

Currently a Traffic Specialist/Senior/Supervisor within the Traffic Division with a minimum of 2 years' traffic experience, and 1 years' experience as a trainer.

Department:	Public Safety and Security
Pos. No:	00330
Pay Grade:	NE6 ($22.98-$43.08) –Non **Exempt**
Last update:	8/2018 Compensation

JOB SPECIFIC COMPENTENCIES

- Proficiency in planning, designing, and developing training modules and associated class materials, organization, and interpersonal relations.
- Demonstrated ability to work independently and in a team environment.
- Principles and practices of all facets of adult education and training.
- Modern administrative methods and procedures, correspondence and report preparation.
- Application and interpretation of Authority and Departmental policies and procedures as well as local, state and federal laws and regulations, and industry trends and best practices.
- Effectively plan, organize, coordinate, carry out and evaluate assigned program goals and objectives.
- Apply effective time management, critical thinking, problem solving and collaborative approaches to improving program services; analyze situations thoroughly, identify potential problems, find and implement effective solutions.
- Apply appropriate independent initiative, discretion, judgment and organizational skills to a variety of projects, assignments and situations.
- Working knowledge of Parking Enforcement Specialist for Civilians training course
- Working knowledge of the Traffic Division regulations and standard operating procedures.
- Working knowledge of the Airport layout, facilities, and airport public safety operations.
- Working knowledge of Aviation Authority policies, procedures and guidelines.
- Working knowledge of effective communication techniques.
- Ability to demonstrate a high degree of customer service skills while interacting with both external and internal customers.

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POSITION OVERVIEW

Reporting to the Vice President of Operations, this position serves as the chief law enforcement officer of the Aviation Authority 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 Airports and for the overall leadership and administration of the 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 the Aviation Authority's Operations Department and the Federal Transportation Security Administration (TSA). The incumbent serves as liaison with all other law enforcement agencies in matters involving the Aviation Authority 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 Aviation Authority'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 airport; the Operations Department to ensure compliance with the various rules and regulations of the Transportation Security Administration and Aviation Authority staff members to coordinate joint activities.

POSITION ACCOUNTIBILITIES

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 Aviation Authority 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 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 Federal Transportation Security Administration's procedures to ensure 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 Aviation Authority regulations are enforced at the 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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POSITION OVERVIEW

Reporting to the Deputy Chief of Police, this position is responsible for planning, directing and supervising the Airport Police Lieutenants and other police supervisors. Employees in this class perform duties of considerable difficulty requiring reasonable initiative and independent judgment under general direction. This position also has the same arresting authority of a duty officer.

Reporting to this position are the following:

Airport Police Lieutenants and other police supervisors.

POSITION ACCOUNTIBILITIES

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.

A. Administrative Duties:

1. Supervises and is responsible for law enforcement and administrative actions within the Airport Police Department.
2. Attend Department staff meetings in order to provide, gather, and disseminate pertinent information relative to the functioning of the Department.
3. Assists in formulating policies and procedures.
4. Maintains liaison with law enforcement related agencies.
5. Carry out the mandates of the Deputy Chief or Director of Public Safety and Security or other higher authority.
6. Keeps the Deputy Chief of Police informed as to the status of police operations.
7. Assume all the duties and responsibilities of the Deputy Chief of Police in their absence.

B. Supervisory Duties:

1. Evaluates the work performance of assigned personnel.
2. Supervises through the use of subordinates, the activities and personnel within the Department.
3. Is available for emergencies that may involve assigned personnel or Department operations.
4. Is knowledgeable of the duties and responsibilities of each subordinate position.

C. Management Duties:

1. Assigns tasks to subordinates.
2. Initiates and utilizes procedures that maximize the use of personnel.
3. Reviews Department activities
4. Adjusts strength of shifts to meet public safety and law enforcement operational needs.
5. Formulates and manages the budget for the assigned areas to ensure adequate supplies and equipment.
6. Ensures that personnel follow existing laws, Standard Procedures and General Orders.
7. Ensures that appropriate disciplinary action is taken when necessary.
8. Performs other duties as required.

D. Knowledge, skills and abilities:

1. Considerable knowledge of crime detection, criminal investigation, accident investigation and court procedures.
2. Considerable knowledge of civil and criminal laws, police and Aviation Authority rules and regulations and standard operating procedures.
3. Ability to make effective decisions calmly and quickly in emergency or hazardous situations.
4. Ability to work effectively with others.

5. Ability to communicate effectively both orally and in writing.
6. Ability to safely operate a motor vehicle.
7. Ability to maintain confidential information.
8. Ability to use a computer and related software.

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Tampa International Airport

Position Title: Public Safety Administration Manager

POSITION OVERVIEW

This is a civilian manager position overseeing the Administration Unit of the Police Department. This position provides administrative, financial and support services for the department. This position reports directly to the Captain of Support Services.

POSITION ACCOUNTIBILITIES

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.

- Manages the Public Safety Administration Unit of the Police Department, establishing administrative policies, procedures, and guidelines to ensure operational efficiency and effective administration of assigned personnel.
- Prepares budget documents, monitors status of allocated funds and control expenses.
- Conducts technical analysis and evaluations of data using financial and/or police reports.
- Responds to requests for statistical information from databases and formulates and edits monthly reports.
- Coordinates with other units within own organization and external agencies/departments to ensure efficient flow of communications and service; interprets, explains and ensures compliance with program requirements, regulations and procedures, to include coordinator/administrator for the TIAPD with Florida Department of Law Enforcement (FDLE) Uniform Crime Reporting.
- Acts as department Records Custodian and oversees public records requests, sealing/expungement, and retention of records in compliance with state records laws.
- Participates and represents the department in meetings concerning records management, administrative staff duties, computer software upgrades, technical workgroup meetings, and other meetings as directed.
- Subject matter expert for the department with managerial responsibility for the preparation of Florida Contraband and Forfeiture reports for FDLE and the Department of the Treasury.
- Manages special projects involving records and reports as assigned. Prepares descriptive reports, utilizing detailed charts and diagrams. Prepares detailed executive summary reports and staff proposals.
- Sound understanding of managerial responsibility of records management systems, procurement process and financial reporting.
- Provides supervision, guidance, training and motivation to assigned personnel; coordinates functions; assigns, monitors and reviews work of subordinate staff; evaluates performance and initiates corrective action, as needed.
- Performs other relates duties as required.

MINIMUM QUALIFICATIONS

Bachelor's Degree and four years of experience within a law enforcement agency, two of which must have been in a supervisory capacity.

JOB SPECIFIC COMPENTENCIES

- Knowledge of policies, procedures, and rules of the assigned department function or operation.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Knowledge of public records law requirements and Uniform Crime Reporting guidelines.
- Knowledge and proficiency within law enforcement records management systems.
- Skill in the use of computers, computer related software or programs, charting and graphing of data.
- Skill in communication and effective writing.
- Skill in interpretation and analysis of financial data.
- Ability to handle restricted, security sensitive and confidential information.

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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.

Department:	Public Safety
Pos. No:	00208
Pay Grade:	E3 ($65,500 – $136,200) – **Exempt**
Last update:	8/2018 Compensation

Tampa International Airport

Position Title: Public Safety Compliance Manager

POSITION OVERVIEW

Reporting to the Captain of Public Safety and Security the Airport Police Compliance Manager is responsible for maintaining the accreditation files for the Tampa International Airport Police Department.

POSITION ACCOUNTIBILITIES

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.*

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.

- Maintains training records to meet CALEA/CFA and CJSTC standards
- DAVID audits
- Lost and Found and Evidence Audits
- Random audits of police reports
- Random audits of background investigation reports
- Random audits of Investigative reports
- Payroll and staffing audits
- Creates analytical reports on crime trends and other reports as directed
- Procter entry and promotional exams
- Prepare and publish department reports to internal and external sources
- Able to make presentations to internal and external groups
- Assist in the preparation and archiving of operational plans
- Testing/drills of response procedures
- Vehicles and equipment
- Random audits of K9 TSA Reports and deadlines
- Audits of Explosive Training aids inspections
- Inspections of Issued equipment
- Initial screening of job applications
- Analytical reports as directed
- Job task analysis as directed

MINIMUM QUALIFICATIONS

Bachelor's degree in Business Management, Business Administration or Criminal Justice (or similar discipline), or at least four years manager's experience and training for CALEA or the Commission for Florida Law Enforcement Accreditation, graduate of a Law Enforcement Academy and present or past CJSTC Certification as a law enforcement officer. Ideal candidate will have experience managing work groups in a public safety agency and/or experience as a trainer in a public safety agency.

JOB SPECIFIC COMPENTENCIES

- Knowledge of policies, procedures, and rules of the assigned department function or operation.
- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Knowledge of public records law requirements and Uniform Crime Reporting guidelines.
- Knowledge and proficiency within law enforcement records management systems.
- Skill in the use of computers, computer related software or programs, charting and graphing of data.
- Skill in communication and effective writing.

- Skill in interpretation and analysis of law enforcement data.
- Ability to handle restricted, security sensitive and confidential information.

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Tampa International Airport

Position Title: Public Safety Support Services Manager

POSITION OVERVIEW

Reporting to the Captain of Special Operations, this position is responsible for oversight of several critical functions within the Tampa International Airport Police Department, including Property and Evidence, Lost and Found, supporting policy development and coordinating / participating in internal audits. Although this is not a sworn law enforcement position, the ideal candidate will have prior experience working in a law enforcement agency as a sworn or non-sworn employee.

The position requires strong results oriented leadership, strategic planning ability, and the capacity to work closely with executive level, peer level, and line-level employees to accomplish organizational goals.

Other duties include developing goals, objectives and priorities, organizing and assigning projects, managing budgets and special programs, assisting in the development of new rules and regulations and serving on committees as needed.

POSITION ACCOUNTIBILITIES

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.

- Ensures collaboration and continuity with federal, state, and other local law enforcement agencies concerning property and evidence related issues.
- Assists in the development, implementation and management of her/his assigned unit's annual Line-of-Sight goals and objectives.
- Works collaboratively with Airport Operations, TSA, HSI, FBI and other law enforcement agencies.
- Provides supervisory and front-line employee training, development, and mentoring programs.
- Makes presentations to the Aviation Authority's Executive Team, Board Members, and TIAPD police personnel.
- High energy, visible, enthusiastic.
- Has a predisposition for a high level of customer service.
- Ability to motivate and evaluate staff and provide for their training and professional development.
- Strong leadership, relationship, team-building and consensus building skills.
- Ability to exercise sound judgment and to make difficult decisions when policy or procedures do not clearly address an issue.
- Strong oral and written communication skills with an ability to prepare clear and concise reports, correspondence and other written materials.
- Ability to operate effectively under pressure and balance multiple competing priorities simultaneously.
- Must be willing to work extended hours (nights, weekends, holidays) as required by the operation and must be willing to be on call 24 hours a day, 7 days a week.
- Strong analytical and issue resolution skills required.
- Must maintain TSA mandated security clearance

MINIMUM QUALIFICATIONS

- An Associates 2 year degree an accredited college or university with major coursework in Criminal Justice, Public or Business Administration, or a field that reflects the ability to grasp and master complex subjects is preferred
- Two years of progressively responsible supervisory/management experience in a municipal or county police department in a sworn or unsworn position
- Experience with evidence processing, collection, intake, disposition and disposal is preferred
- Experience testifying in court on evidentiary related matters is preferred
- Experience with auditing property, evidence, and money in an evidentiary setting is preferred

- Must have experience effectively and efficiently utilizing Microsoft Office (Word, PowerPoint, Excel, Outlook, etc.)
- Experience utilizing confidential police databases such as NCIC, FCIC, DAVID, and understand the confidential nature of such information
- Must have experience planning, organizing, directing and supervising the work of subordinate personnel
- Must be able to successfully pass an intensive background investigation including polygraph examination

JOB SPECIFIC COMPENTENCIES

- Ability to proofread outgoing internal and external correspondence for accuracy and timeliness
- Ability to create circulars, memorandum and other inter-departmental correspondence
- Ability to manage and track departmental databases via internal database
- Ability to utilize computer software such as SAP, KRONOS, or Oracle to monitor and / or schedule employee work schedules, time off and other personnel related matters
- Ability to use computer databases to set goals and monitor performance ratings of employees
- Ability to manage departmental property/inventory through the use of computer databases
- Ability to communicate with outside vendors for the selection of departmental related software, hardware and equipment
- Ability to work in a team setting by participating in departmental committees
- Working knowledge of civil and criminal laws, police and Aviation Authority rules and regulations and Standard Operating Procedures.
- Skill in the care and safe handling of firearms
- Skill in the use of communication equipment
- Ability to follow established procedures and pay close attention to detail
- Ability to work effectively with others
- Ability to communicate effectively both orally and in written correspondence
- Ability to prepare work related correspondence
- Ability to maintain confidential information
- Ability to use a computer and related software.

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POSITION OVERVIEW

Reporting to the Deputy Chief of Police, this position is responsible for overseeing the Traffic division in the Police Department. The incumbent is responsible for adherence to policies, procedures and regulations mandated by State and Federal agencies and the Authority affecting traffic flow around the Airport and security checkpoints at active taxiways.

Reporting to this position are the following:

Traffic Supervisors, who schedule and supervise a squad of Traffic Specialists.

POSITION ACCOUNTIBILITIES

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 oversight and responsibility for the Authority curbside management program operation, a 24-hour, seven-days a week operation.
- Meets daily with the Deputy Chief of Police to provide updates on the unit's operations and future needs.
- Directs subordinates on customer service, policy application and problem solving; and investigates employee performance issues.
- Management and creation of the division's budget, schedule and equipment.
- Handles customer inquiries and situations.
- Coordinates with other departments as well as outside Local, State and Federal agencies, to include the Federal Transportation Security Administration and US Military.
- Has oversight of unit for security procedures relating to the Airport Security Plan and imposed by the Federal Transportation Administration.
- Hearing officer for grievances or other personnel actions.
- Member of the department and Authority leadership team coordinating activities and developing short- and long-term goals and action plans.
- Management team member for meetings and negotiations with the union.

KEY LEADERSHIP ATTRIBUTES:

- Strong leadership, team-building, employee engagement, 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 four-year degree from an accredited college or university in Business, Management, or related degree; and Four years of supervisory or managerial experience managing, scheduling, training and evaluating subordinates; valid Driver's License.

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Department:	Public Safety and Security
Pos. No:	15360
Pay Grade:	E5 ($89,000-$185,000) - **Exempt**
Last update:	8/2018 Compensation

POSITION OVERVIEW

Reporting to the Senior Manager of Traffic Operations, this position is responsible for overseeing the day to day operations of the Traffic Division within the Public Safety and Security Department. Will be responsible for the supervision, scheduling and evaluation of the Traffic Supervisors and the Traffic Training Coordinator. This position will also have oversight of the Curbside Management Program, the Traffic Operations Training Program and the day to day traffic operations at the main terminal, remote curbsides and AOA checkpoints.

POSITION ACCOUNTIBILITIES

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.

- Provides strong leadership to Traffic Supervisors while promoting and maintaining positive employee relations.
- Identify and develop effective leaders capable of engaging employees, building trust, and holding themselves and direct reports accountable for results.
- You need to say something regarding the management of the schedule as mentioned above.
- Carry out and communicate clear performance expectations and standards to all department employees.
- Provide timely performance feedback to direct reports and other employees as needed.
- Direct oversight and responsibility for the Authority Curbside Management Program operation (24-hour, seven-days a week operation).
- Meet daily with the Senior Manager of Traffic to provide updates on the Traffic Division's operations and future needs.
- Provide subordinates guidance and feedback on customer service, policy application and problem solving; investigates employee performance issues.
- Provide input to the Senior Manager of Traffic on the development and management of the division's budget, schedule and equipment.
- Handle customer inquiries to resolution.

Leadership Qualities:

- Strong leadership, team-building, employee engagement, 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

Recommended qualifications for successful performance in this role include a four-year degree from an accredited college or university and four years of supervisory or managerial experience managing, scheduling, training and evaluating subordinates; valid Driver's License or

Any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

Must be able to pass the Police Department background investigation including a polygraph assessment and pre-employment drug screening.

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Tampa International Airport

Position Title: Director of Airline Properties and Contracts

POSITION OVERVIEW

Reporting to and under the general direction of the Vice President of Real Estate, the Director of Airline Properties and Contracts is responsible for the management of airline properties and contracts for the Authority. The incumbent will provide technical and legal expertise in contract negotiation and drafting, and will provide advice regarding all real estate activities affecting airlines and ground handlers.

The incumbent is also responsible for evaluating, developing, negotiating, and managing all airline and ground handler agreements. The incumbent will also develop a strategic plan, including recommendations for generating and driving aeronautical revenues.

POSITION ACCOUNTIBILITIES

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.

1. Responsible for the overall success of the Authority's Airline Real Estate Department, and represents the organization, both internally and externally, by supporting the Authority's strategic direction and priorities, objectives, vision, mission and values.
2. Establishes and communicates reasonable standards of performance.
3. Directs and acts on project management, administrative, and operational issues related to airline real estate, including aeronautical and non-aeronautical contract analysis, administration, drafting, interpreting, and management.
4. Directs business by providing technical analysis and contract expertise in compliance with regulatory and Authority policies and procedures to meet business, contract and revenue goals. Establishes effective project/program outcomes and schedules.
5. Directs and, as required, conducts negotiations and preparation of favorable lease and operating agreements. Assists in the strategy, development and preparation for the conduct of negotiations as well as assisting in formulating policies that are applicable to this role.
6. Identifies and builds strategic networks, relationships, and partnerships, including personal interactions with aviation and non-aviation customers to identify and meet contractual and facility needs.
7. Develops and maintains effective, efficient workflow and ongoing operations including recommending process improvements, as needed.
8. Selects, trains, supervises, motivates, coaches development skills, and evaluates personnel.

Reporting to this position are:

Project Mangers who assist the Director with the goals of the Airline Real Estate Department.

MINIMUM QUALIFICATIONS

The general qualifications of the position will include at least five (5) years of project management, contract development, and contract administration experience. Educational requirements include a Bachelor's degree from an accredited college or university. Demonstrated knowledge of contracts and business practices a must, and must reflect a thorough understanding of administration and management of contracting documents and compliance with policies and procedures. Related experience may be substituted for education on a year-for-year basis.

Strong oral and written communication skills and solid experience in negotiations mandatory. Must be competent in operating standard Microsoft Office applications including MSWord, Excel, and Power Point. Must possess a positive

attitude, be customer service focused, and have the ability to work in a team environment. A valid driver's license is required.

PHYSICAL REQUIREMENTS

The ability to sit or stand for extended hours.
The ability to utilize standard work aids including telephones, computers, Facsimile and copy machines.
The ability to speak and write clearly and analyze and interpret complex and detailed information for accuracy.
The ability to endure significant air and motor travel.
The ability to independently operate a motor vehicle.

JOB SPECIFIC COMPENTENCIES

Technical Knowledge

- Demonstrated expertise in contracting techniques and best practices. Considerable knowledge of the principles and practices of business negotiations, contract law, and project management.
- Understands, utilizes, and integrates financial data and other key performance indicators to support process performance, as applicable.
- Demonstrated experience in consulting and interpersonal skills to assist internal customers with real estate services.
- Demonstrated expertise in service-based, customer-centered best practices; has applied them effectively.
- Proficiency in effective, concise communications, both orally and in writing.

Competencies

- Leadership – Clearly supports, communicates and takes responsibility to implement the Authority's mission and vision goals. Actively solicits opinions and perspectives from all levels of the organization. Encourages and is open to other points of view. Will challenge the status quo to move the Department forward to the highest levels of achievement and in alignment with Authority goals. Demonstrates concern for employees' well-being; promotes and supports the ongoing development of employees.
- Influence – Is compelling and persuasive when engaged with individuals or teams inside and outside. Recommends solutions based on data and balancing the needs of the Authority and customers, partners and vendors. Commands respect based on results achieved and behavior consistent with the Authority's values at all levels.
- Communication Skills
- *Internal Communication* – Requires developing and maintaining ongoing internal relationships involving difficult, formal negotiations. This calls for a well-developed sense of timing, strategy, and may involve detailed explanation and interpretation of policies, rules and regulations. Requires the handling of extremely delicate/sensitive relationships and complex situations.
- *External Communication* – Requires developing and maintaining ongoing external relationships involving difficult formal negotiations. This calls for a well-developed sense of timing, strategy and may involve detailed explanation and interpretation of policies, rules and regulations. Requires the handling of extremely delicate/sensitive relationships and complex situations.

- Innovation and Creativity **–** Develops and implements creative and innovative solutions to business problems. Encourages and expects others to think "out of the box" and not be limited by existing methods and procedures. Explains how proposed changes will create value for the customer and the Authority.
- Customer Focus – Demonstrates a clear understanding of effectively managing both internal and external customer requirements and measurement criteria. Identifies and makes process improvements to better serve the customer. Establishes positive and collaborative relationships with all customers.

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POSITION OVERVIEW

Reporting to the Director of Real Estate, this position is responsible for the management of Real Estate Development for the Authority. The incumbent will provide the technical and legal expertise in compliance with the State of Florida's standards of conduct and provide advice regarding all real estate activities, such as title work, survey, easements, environmental issues, appraisals, appraisal reviews; purchase, relocation and development of property interests; conduct negotiations; and monitor other potential areas that might present risk for each transaction and/or venture.

The incumbent will also be responsible for developing, implementing and managing a robust real estate program in alignment with the Authority's aeronautical and master plan development, but must strive to creatively maximize the use of available Authority land.

POSITION ACCOUNTIBILITIES

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.

1. Responsible for the overall success of the Real Estate Development Department for the Authority, including commercial and industrial, and represents the organization, both internally and externally, by supporting the strategic direction and priorities, objectives, vision, mission and values of the Authority.
2. Establishes and communicates reasonable standards of performance.
3. Provides direction and mitigation strategies regarding real estate ventures and negotiations, while ensuring legal compliance with Florida legislative regulations, and other agencies and entities.
4. Directs and, as required, conducts solicitations, negotiations and preparation of favorable lease agreements. Assists in the strategy, development and preparation for the conduct of negotiations as well as assisting in formulating policies which are applicable to this role.
5. Identifies and builds strategic networks, community relationships and partnerships that could fit the Authority's real estate development strategy.
6. Develops and maintains effective, efficient workflow and ongoing operations including recommending process improvements, as needed.
7. Effectively manages the real estate budget by facilitating realistic forecasting, maintaining effective budgetary controls, constructing contingency plans to stay within budgetary constraints, reducing expenses and/or developing revenue generating opportunities.

Reporting to this position are:

Project Managers – who assist the director.

Project Managers, who assist this position with the real estate development goals.

MINIMUM QUALIFICATIONS

The general qualifications of the position will include at least five (5) years of real estate development experience. Educational requirements include a Master's degree from an accredited college or university. Must obtain a Florida Real Estate License within one year of employment. Demonstrated knowledge of real estate development business practices a must. Strong oral and written communication skills and solid experience in negotiations mandatory. Must be competent in operating standard Microsoft Office applications including MSWord, Excel, and Power Point. Must possess a positive

attitude, be customer service focused, and have the ability to work in a team environment. A valid driver's license is required.

PHYSICAL REQUIREMENTS

The ability to sit or stand for extended hours.
The ability to utilize standard work aids including telephones, computers, Facsimile and copy machines.
The ability to speak and write clearly and analyze and interpret complex and detailed information for accuracy.
The ability to endure significant air and motor travel.
The ability to independently operate a motor vehicle.

JOB SPECIFIC COMPENTENCIES

- **MINIMUM REQUIREMENTS**

Technical Knowledge

- Demonstrated expertise in real estate services techniques and best practices. Has a thorough knowledge of all real estate laws, practices, policies and guidelines.
- Understands, utilizes and integrates financial data and other key performance indicators to support process performance.
- Demonstrated experience in consulting and interpersonal skills to assist internal customers with real estate services.
- Demonstrated expertise in customer-centered real estate services best practices; has applied them effectively.
- Understanding of technical standards and requirements of external and internal customers.
- Professional certification in Real Estate or related field desired.

Competencies

- Leadership – Clearly supports, communicates and takes responsibility to implement the Authority's mission and vision goals. Actively solicits opinions and perspectives from all levels of the organization. Encourages and is open to other points of view. Will challenge the status quo to move the Department forward to the highest levels of achievement and in alignment with Authority goals. Demonstrates concern for employees' well-being; promotes and supports the ongoing development of employees.
- Influence – Is compelling and persuasive when engaged with individuals or teams inside and outside. Recommends solutions based on data and balancing the needs of the Authority and customers, partners and vendors. Commands respect based on results achieved and behavior consistent with the Authority's values at all levels.
- Communication Skills
- *Internal Communication* – Requires developing and maintaining ongoing internal relationships involving difficult, formal negotiations. This calls for a well-developed sense of timing, strategy and may involve detailed explanation and interpretation of policies, rules and regulations. Requires the handling of extremely delicate/sensitive relationships and complex situations.
- *External Communication* – Requires developing and maintaining ongoing external relationships involving difficult formal negotiations. This calls for a well-developed sense of timing, strategy and may involve detailed explanation

and interpretation of policies, rules and regulations. Requires the handling of extremely delicate/sensitive relationships and complex situations.

- Innovation and Creativity **–** Develops and implements creative and innovative solutions to business problems. Encourages and expects others to think "out of the box" and not be limited by existing methods and procedures. Explains how proposed changes will create value for the customer and the Authority.
- Customer Focus – Demonstrates a clear understanding of effectively managing both internal and external customer requirements and measurement criteria. Identifies and makes process improvements to better serve the customer. Establishes positive and collaborative relationships with all customers.

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POSITION OVERVIEW

Performs administrative and paraprofessional work organizing the administrative and logistical aspects of a program/s. Develops and establishes work processes and procedures to deliver program services, evaluates effectiveness of program services and efficiency of processes, and implements prescribed program guidelines and objectives.

POSITION ACCOUNTIBILITIES

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- Develops, organizes, establishes, and evaluates work processes to ensure delivery of services and to fulfill objectives. Reviews existing policies, procedures, and directives and recommends changes where necessary.
- Interprets/explains policies, processes, applicable laws, rules, regulations, and guidelines to resolve problems, answers questions, and provides information and advice to current and potential program participants.
- Coordinates projects where several organizational entities are involved and follows up to ensure that all details and requirements are met.
- Reviews department operations for compliance, identifies strengths and weaknesses and areas of non-compliance, recommends corrective action, and instructs individuals and groups on proper methods and procedures for compliance with regulations.
- Writes or revises internal processes.
- Assists in developing presentations for individuals, groups, and organizations.
- Processes and tracks invoices received by the Real Estate department.
- Processes and tracks ad valorem tax and City of Tampa storm water invoices.
- Assists with the revision of contracts and agreements.
- Provides backup for other department personnel.
- Organize and coordinate meetings with both internal and external stakeholders.
- Assists in the development of the Real Estate department's budget, monitors expenditures and processes pre-approved expenditures; assists with preparing grant applications.
- Resolves problems encountered during daily operations and determines appropriate solutions.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year college or university; and One year of experience directly related to the position duties; or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of the functions, activities, requirements and objectives of the specific program/functional area to which assigned.
- Knowledge of organizational methods and procedures relating to administrative support.
- Knowledge of budget management practices and procedures.
- Ability to organize meetings, programs and special events.
- Ability to monitor, oversee and provide guidance to volunteers, clients and other employees.
- Ability to maintain files and records and prepare reports and correspondence.
- Ability to use a computer and related software.
- Ability to make presentations.
- Ability to organize and to multi-task.

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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 OVERVIEW:

Tampa International Airport (TPA) is the premier gateway to the West Coast of Florida with a market area of 7.3 million people living within a two-hour drive. The airport serves approximately 17 million passengers per year with 77 domestic and international destinations. Major airlines at TPA include Southwest Airlines, Delta Airlines, JetBlue Airways, United Airlines, American Airlines, Spirit Airlines, Frontier Airlines, British Airways, Copa Airlines, and Edelweiss Air. The airport is renowned for its excellent facilities and relentless focus on customer service. Travel and Leisure Magazine recently ranked TPA second among all U.S. airports, while industry benchmark ASQ ranks TPA third best globally for its category.

POSITION SUMMARY:

Reporting to the General Manager of Real Estate The successful candidate will provide project management, contract expertise, and technical analysis to internal and external customers in compliance with regulatory and Authority policies and procedures to meet business, contract, and revenue goals. Performs project management duties with detailed complexity, with responsibility for projects from initial concept through completion, including analysis, planning, and organizing; writes, interprets, and presents contracts and supporting documents; and ability to lead a team to ensure successful outcome of a project. Operates within tight timelines to achieve project and Authority objectives.

POSITION RESPONSIBILITIES:

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.

- Establishes effective project/program outcomes and schedules and ensures successful completion of project.
- Proactively acts on project management, administrative, and operational issues.
- Personal interaction with aviation and non-aviation customers to identify and meet contractual and facility needs, including site visits on airport property.
- Analyzes, manages, interprets, and drafts aeronautical and non-aeronautical operating agreements, leases, and other airline-related service agreements.
- Manages Board process, including drafting Board documents, discussing contract terms with customers, gathering necessary documents and tracking internal approvals, and following Board processes.
- Prepares and delivers financial analyses, contract abstracts, and verbal and written presentations.
- Works with internal and external departments and legal counsel to ensure compliance with federal, state, local rules and regulations and Authority policies and procedures.
- Prepares and evaluates solicitations for professional services, including surveys, appraisals, and title searches.
- Prepares and monitors project budgets, monitors allocated funds, and controls expenses.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

The minimum qualifications for this position are a Bachelor's Degree from an accredited college or university; and two years of contract writing and program/project management experience directly related to the position responsibilities or; an Associate's Degree from an accredited college or university; and five years of contract writing and program/project management experience directly related to the position responsibilities; or a high school diploma and ten years of contract writing and program/project management experience directly related to the position responsibilities.

JOB SPECIFIC COMPENTENCIES

- Experience in project management, contract language and interpretation, business negotiations, and financial analyses.
- Contract knowledge, including interpreting, drafting, and explaining contract terms.
- Experience leading teams and comfort in public speaking.
- Established critical thinking and problem-solving skills.
- Meticulous attention to detail.
- Self-regulating, including independent follow-up.
- Proactive, highly organized practices.
- Ability to effectively manage resources to a successful project outcome.
- Strong financial skills, including using Excel in the preparation of ROIs and Pro Formas.
- Skilled in Microsoft Word, Excel, Outlook, and PowerPoint.
- Ability to establish and maintain effective working relationships within and outside the Authority.
- Talented at working effectively in a team environment.
- Demonstrated ability to use initiative, to think independently, and to exercise sound judgment.
- Demonstrated ability to maintain confidences, as necessary.
- Ability to collect and analyze data to develop logical conclusions.
- Proficient in effective and concise communications, both orally and in writing.
- Ability to gain expertise in federal grant assurances and aeronautical operations and real estate guidelines, rules and regulations.

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Tampa International Airport

Position Title: *Real Estate Specialist*

POSITION OVERVIEW

Performs administrative and paraprofessional work organizing the administrative and logistical aspects of a program/s. Develops and establishes work processes and procedures to deliver program services, evaluates effectiveness of program services and efficiency of processes, and implements prescribed program guidelines and objectives.

POSITION ACCOUNTIBILITIES

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.

- Develops, organizes, establishes, and evaluates work processes to ensure delivery of services and to fulfill objectives. Reviews existing policies, procedures, and directives and recommends changes where necessary.
- Interprets/explains policies, processes, applicable laws, rules, regulations, and guidelines to resolve problems, answers questions, and provides information and advice to current and potential program participants.
- Coordinates projects where several organizational entities are involved and follows up to ensure that all details and requirements are met.
- Reviews department operations for compliance, identifies strengths and weaknesses and areas of non-compliance, recommends corrective action, and instructs individuals and groups on proper methods and procedures for compliance with regulations.
- Writes or revises internal processes.
- Assists in developing presentations for individuals, groups, and organizations.
- Processes and tracks invoices received by the Real Estate department.
- Processes and tracks ad valorem tax and City of Tampa storm water invoices.
- Assists with the revision of contracts and agreements.
- Provides backup for other department personnel.
- Organize and coordinate meetings with both internal and external stakeholders.
- Assists in the development of the Real Estate department's budget, monitors expenditures and processes pre-approved expenditures; assists with preparing grant applications.
- Resolves problems encountered during daily operations and determines appropriate solutions.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year college or university; and One year of experience directly related to the position duties; or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of the functions, activities, requirements and objectives of the specific program/functional area to which assigned.

- Knowledge of organizational methods and procedures relating to administrative support.
- Knowledge of budget management practices and procedures.
- Ability to organize meetings, programs and special events.
- Ability to monitor, oversee and provide guidance to volunteers, clients and other employees.
- Ability to maintain files and records and prepare reports and correspondence.
- Ability to use a computer and related software.
- Ability to make presentations.
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Tampa International Airport

Position Title: Senior Business Analyst (Real Estate)

POSITION OVERVIEW

Performs highly technical and supervisory professional duties analyzing and developing improved managerial policies, practices, methods, procedures, and organizational structures. Duties involve providing and coordinating responsible technical and professional assistance to departments and agencies by reviewing and independently analyzing a variety of complex organizational structures, procedures, and existing programs to include identifying areas where corrective action should be implemented.

POSITION ACCOUNTIBILITIES

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.

- Functions as project coordinator in conducting major management system review projects involving work measurement studies, management control, plans of service, methods analysis, and other aspects of operational audits.
- Reviews complex system and organizational difficulties, determines procedures to be followed, and assigns appropriate personnel to various study tasks.
- Performs highly complex independent research studies and makes conclusive recommendations.
- Develops appropriate procedures necessary for the analysis of budgeted and allocated resources to facilitate the review and evaluation of department activities.
- Provides administrative assistance to department/agency directors in the installation of new management procedures and techniques.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and
Three years of experience in the development, implementation, and evaluation of business methods and procedures.

Or

Any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of management principles, practices and procedures.
- Considerable knowledge of the organization, operating activities and administrative practices and policies of departments and agencies assigned.
- Considerable knowledge of analysis and research techniques, methods and procedures.
- Considerable knowledge of English spelling, grammar and punctuation.
- Skill in conducting independent studies and analyses of organizational activities, programs, procedures and operating systems.
- Ability to work independently and analyze, interpret and accurately summarize complex business processes and detailed information.

- Ability to use considerable initiative and exercise sound judgment in making conclusive recommendations based on business needs.
- Ability to communicate effectively and persuasively, both verbally and in writing.
- Ability to participate effectively in the formulation of departmental policies and procedures.
- Ability to work effectively with others.
- Ability to set priorities, meet deadlines and multi-task.
- Ability to use a computer and related software.

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Tampa International Airport

Position Title: Senior Real Estate Project Manager

POSITION OVERVIEW

Reporting to the General Manager, Real Estate, the Senior Real Estate Project Manager is responsible for management duties with extreme complexity. This position will be responsible for projects from inception through completion; planning, budgeting, organizing; conducting negotiations; project analysis, contract writing, interpretation and presentation; procurement of professional services; supervision and team leadership. This position is expected to operate within tight timelines to achieve project objectives. The successful candidate will provide business, technical analysis and contract expertise to internal and external customers in compliance with regulatory and airport policies and procedures to meet business, contract and revenue goals.

POSITION ACCOUNTABILITIES

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.

- Analyzes, writes, interprets, and manages aeronautical and non-aeronautical operating agreements, leases, and development agreements, airline related services, and professional services.
- Works with internal and external departments and legal counsel to ensure contractual compliance with federal, state, local rules and regulations and Authority policies and procedures.
- Personal interaction with aviation and non-aviation customers to identify and meet contractual and facility needs, including site visits on airport property.
- Prepares and delivers financial analyses, contract abstracts, and verbal and written presentations.
- Acts on project management, administrative, and operational issues.
- Prepares, evaluates, awards, and manages solicitations for professional services, including surveys, appraisals, and title searches.
- Establishes effective project/program outcomes and schedules.
- Prepares and monitors project budgets, monitors allocated funds and controls expenses.

MINIMUM QUALIFICATIONS

A Bachelor's Degree from an accredited college or university; and four years of contract writing and program/project management experience directly related to the position duties. OR An Associate's Degree from an accredited college or university; and Seven years of contract writing and program/project management experience directly related to the position duties. OR Graduation from high school or possession of a GED Certificate; and Ten years of contract writing and program/project management experience directly related to the position duties. Paralegal and/or airline/airport experience a plus.

JOB COMPETENCIES

- Established critical thinking and problem-solving skills.
- Proactive, highly organized practices.
- Demonstrated ability to use initiative, to think independently, and to exercise sound judgment.
- Ability to collect, organize and analyze detailed data and develop and convey logical conclusions.
- Considerable knowledge of the principles and practices of business negotiations, contract law, project management, and financial analyses.
- Proficiency in effective, concise communications, both orally and in writing.

Department:	Real Estate
Pos. No:	00292
Pay Grade:	E4 ($76,500 -158,000)- Exempt
Last update:	8/2018 Compensation

- Proficiency in the use of computers and related software, including Microsoft Word, Excel, Outlook, and PowerPoint.
- Ability to establish and maintain effective working relations with others within and outside the organization.
- Ability to work effectively in a team environment.
- Ability to effectively manage resources to a successful project outcome.
- Ability to gain expertise in federal grant assurances and aeronautical operations and real estate guidelines, rules and regulations.
- Ability to organize and to multi-task.

HOW TO APPLY

Please apply through our website at the following link: http://www.tampaairport.com/career-opportunities

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Department:	Real Estate
Pos. No:	00292
Pay Grade:	E4 ($76,500 -158,000)- Exempt
Last update:	8/2018 Compensation

POSITION OVERVIEW

The Vice President of Real Estate is responsible for the strategic leadership, management and coordination of all passenger, cargo airline and airline-related leases, contracts and agreements, and oversees Real Estate Development for the Authority. The Vice President of Real Estate will proactively manage the airport's relationships with airline properties' representatives and local station managers to facilitate all airline-airport contractual and development issues, and to ensure consistency and compliance with agreements. This position oversees the administration and maintenance of the Authority's comprehensive real estate database, and works closely with the Airport's Finance and Legal Affairs departments to ensure appropriate billing rules and parameters for airline and associated leases and agreements. This position also assists in the preparation of airline revenue forecasts for incorporation into annual budgets and amendments. The Vice President of Real Estate oversees the management of negotiations associated with Real Estate Development and monitors other potential areas that might present risk for each transaction and/or venture.

POSITION ACCOUNTABILITIES

- Responsible for the overall success of the Airline Real Estate Department and represents the organization both internally and externally by supporting the Authority's Mission and Vision, strategic priorities, objectives and values. Serves as the primary relationship manager for all airline property managers.
- Oversees coordination of the contracts and processes involved in introducing new entrant carriers into the TPA market, including identifying appropriate ticket counters, ticket offices and gates; scheduling Pre/Post Operations Meetings with the airlines and internal and external stakeholders to ensure that startup operations are organized, well-managed and efficient, and to solicit feedback to address any issues after operations begin.
- Oversees coordination, scheduling, and preparation of all Airport/Airline Affairs Committee and Airline Manager meetings throughout the year to ensure meetings are planned in advance with sufficient time for stakeholders to review the proposed agenda, dry runs are scheduled in advance of each meeting, and pre-meeting activities with the airlines and community stakeholders are planned.
- Responsible for the coordination, development and dissemination of regular Airport/Airline Affairs Committee communications to enhance the ability of Airlines to remain informed on airport issues and events, the fiscal performance of the Authority, and regular updates about capital projects.
- Coordinates directly with airport leadership and staff from all departments to ensure seamless operations for Airport tenants and that all agreements comply with Federal, State, local and HCAA laws, rules and regulations. Ensures the use of uniform contract documents and the efficient and timely development as well as administration of all Airline Real Estate-related contracts.
- Responsible for ensuring compliance by airport tenants in accordance with their leases and agreements, and routine monitoring of tenant operations to ensure quality and level of service, and for the timely and accurate updates to the PROPworks® database billing system.
- Participates in the determination of airline rates and charges in accordance with the Signatory Airline Agreement and Board approved policies.
- Develops the budget for carrying out the department's duties and responsibilities and implementing the Authority's Mission and Vision initiatives, strategic priorities, objectives and values with respect to its core airline business.

Reporting to the Vice President of Real Estate are the following positions:

- Commercial Real Estate Director
- Real Estate General Manager
- Senior Real Estate Project Manager

Department:	VP Real Estate
Pos. No:	311002
Pay Grade:	E8 ($140,800 - $260,100)
Last update:	10/24/2019 WID

- Senior Business Analyst
- Real Estate Program Coordinator

MINIMUM QUALIFICATIONS

The minimum qualifications for the Vice President of Real Estate are a Bachelor's Degree with an emphasis in business or public administration, contracts/property management, or equivalent and at least five years of experience in airport/airline and real estate contracts and property management. The incumbent's experience should include work at a medium or large hub airport or with an airline in its properties division and should reflect a clear understanding of airport property management, airport/airline economics, and the ability to interpret contractual agreements and their provisions.

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POSITION OVERVIEW

Performs day-to-day operational administrative management duties for the Records and Information Office, which provides routine programs and services in any of a large variety of departments and agencies, with responsibility for planning, coordinating, supervising and controlling assigned resources to achieve unit/section objectives. Position is an entry level manager and managers in this class typically manage clerical, maintenance and technical employees.

POSITION ACCOUNTIBILITIES

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.

- Manages the day-to-day operations of the unit/section, coordinates and administers assigned programs and resources.
- Sets direction and priorities and allocates staff and resources to projects and unit initiatives.
- Provides supervision, guidance, training and motivation to assigned staff; assigns, monitors and reviews work; evaluates performance and initiates corrective action as needed, including termination.
- Performs a variety of administrative duties in support of the unit's activities.
- Implements goals, policies, procedures and guidelines to ensure operational efficiency and effective administration of unit.
- Monitors work flow, data accuracy, and overall quality of work; assures processes and procedures are accomplished according to established guidelines.
- Assesses staffing needs and identifies shortfalls; interviews, recruits and hires new staff.
- Participates in budget development by providing detailed justification and persuasive arguments for proposals or unit initiatives, but has no direct budget approval responsibility.
- Coordinates with other branches/sections within own organization and external agencies/departments to ensure efficient flow of communications and services.
- Provides consultation to customers on matters relating to functional area.
- Prepares a variety of documents for the purpose of documenting activities and administering assigned programs and resources.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four year degree granting college or university; and two years of experience directly related to the position duties or any equivalent combination of education, training and experience that would reasonably be expected to provide the job-related competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Considerable knowledge of the functions, services, procedures and regulations of the assigned unit.
- Skill in the application of supervisory techniques.
- Ability to support, promote, and ensure alignment with the departments/agency's goals and vision.
- Ability to effectively recruit, select, develop and retain competent staff.
- Ability to establish and maintain effective working relationships with others within and outside own organization.

- Ability to use initiative and exercise sound judgment.
- Ability to communicate effectively, orally and in writing.
- Ability to effectively manage and guide group efforts.
- Ability to create solutions to problems using new methods and processes.

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Tampa International Airport

Position Title: *Records and Information Coordinator*

POSITION OVERVIEW

Performs day-to-day operational and administrative tasks within the Records and Information office responding to requests for public records, file storage and archive for the Aviation Authority and manages routine distribution of mail. This position will assist the Public Records and Information Administrator with fulfilling requests for public records.

POSITION ACCOUNTIBILITIES

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.

- Responsible for overseeing public records and subpoena requests received daily
- Assists Public Records Administrator in handling all requests for expungement and/or sealing of records
- Provides information on retention standards to internal and external customers; schedules record destructions according to state retention standards
- Provides feedback to assist in the development and/or update of procedures for the daily tasks within the Public Records and Information office; participates in cross-training to ensure proper backups are in place so unit continues to run smoothly during times of absenteeism
- Responsible for processing daily cash receipts
- Prepares Resolutions and Green Sheets for all departments relating to monthly Board meetings; scans all Board Meeting related items into FileNet P8
- Responsible for initiating wire transfers; coordinates and performs monthly Federal draw down process
- Participates in P8, Box, Zasio and other ITS projects as assigned
- Performs a variety of administrative duties in support of the Public Records and Information office.
- Coordinates with other departments within the Authority, and external agencies/departments to ensure efficient flow of communications and Central Records services.
- Responds to questions from internal and external customers on matters relating to public records requests.
- Prepares a variety of documents for the purpose of documenting activities and administering assigned programs and resources.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year degree granting college or university and at least one year of experience directly related to the position duties. Incumbent must have familiarity with state archival guidelines and the ability to research and provide accurate retention standards to internal and external customers.

Department:	Records and Information
Pos. No:	00024
Pay Grade:	NE6 ($47,798-$89,606) – **Non-Exempt**
Last update:	3/22/2018 Compensation

JOB SPECIFIC COMPENTENCIES

- Knowledge and familiarity of State of Florida archival guidelines.
- Knowledge of procedures, policies, and rules of assigned division or unit.
- Ability to handle restricted, sensitive and confidential information
- Ability to use tact in communicating with others and able to constructively resolve issues as they arise
- Excellent organizational skills
- Ability to establish and maintain effective working relationships with others within and outside own organization.
- Ability to use initiative and exercise sound judgment.
- Ability to communicate effectively, orally and in writing.
- Ability to create solutions to problems using new methods and processes

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POSITION OVERVIEW

Tampa International Airport is seeking an innovative leader to manage the Central Records department at the Aviation Authority. This role is responsible for managing agency's records and information management function and setting goals and strategic direction. The Central Records department manages the retention, storage and eventual disposal of physical and electronic records and oversees mailroom activities for the Aviation Authority. This position serves as the Aviation Authority's chief records custodian and subject matter expert for the management of physical and electronic records generated and maintained by the Aviation Authority. The Records and Information Management Manager is responsible for directing people and programs to develop and realize the agency's records and information management vision through strategic and business planning. The ideal candidate will have outstanding interpersonal and supervisory skills, a positive attitude, integrity, flexibility and possess comprehensive management and leadership skills. The person selected as the Records and Information Management Manager will have a unique opportunity to help move the Aviation Authority into a state of the art electronic records management program.

POSITION ACCOUNTIBILITIES

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.

- Manages the Aviation Authority's records management program, which includes the identification, classification and indexing of documents; the conversion of printed records eligible for alternative storage media and the retention of records.
- Maintains liaison with state archival officials to establish and provide retention and disposal standards and schedules for records and ensures agency compliance.
- Oversees the handling of public records requests and ensures compliance with Public Records Laws.
- Initiates and coordinates public records training.
- Interacts with department records custodians to ensure proper handling and archiving of department documents.
- Responsible for managing the Authority's mailroom, including the sorting and delivery of incoming mail, preparation and sending of outgoing mail and delivery of inter-office mail.
- Ensures packages received are logged into the Delivery Tracking System.
- Oversees the logging of incoming cash and credit card payments received by the Authority.
- Maintains master record of all standard agency forms.
- Acts as a business liaison with other departments to ensure appropriate information management practices and controls are in place to meet relevant information risk, policy and regulatory requirements.
- Assesses the activities of the team and recommend process improvements measured against national standards.
- Ensures appropriate controls are in place to enforce the confidentiality, privacy and security obligations for protected information working closely with Information Technology Services to identify evolving data protection risks, threats, trends and tools
- Keeps current with information technology, related legal and industry standards, regulations and emerging practices and their impact on the planning and implementation of the records management program.
- Manages, directs and coordinates department activities; works with personnel to establish schedules and methods; develops and implements policies and procedures; assigns work activities, projects and programs; monitors workflow; reviews and evaluates work products methods and procedures; and reviews and approves time, reimbursement requests and purchases.
- Responsible for the selection, supervision and evaluation of assigned staff and ensures appropriate training is provided. Leads a team of direct reports in an ongoing coaching environment, focusing on continuous process improvement.
- Develops team goals, long and intermediate strategies and priorities. Develops a business plan that ensures the accomplishment of the team goals and objectives for the different disciplines of records management. Tracks team goals and objectives, analyzes team activities and prepares reports.

- Develops and monitors budget and forecasts the needs for staffing, equipment, materials and supplies.

MINIMUM QUALIFICATIONS

An Associate's or higher degree from an accredited college or university is preferred. Five years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory or lead capacity. Certification in records and/or information management preferred.

Demonstrated knowledge and understanding of principles, practices and methods of records management, which include identification, storage, circulation, retention and disposal of records; strategies, tools and technologies used to capture, manage, store, preserve and deliver information manually or electronically. Demonstrated experience working with an electronic records management system such as P8 or Laserfiche. The ability to pass a pre-employment drug screen, credit check and FBI/TSA background check.

JOB SPECIFIC COMPENTENCIES

- Participate in continuing education, research, networking, and professional and industry organizations to develop, maintain and advance competencies.
- Effectively manage during periods involving changes in tasks, work environment or conditions affecting the organization.
- Partner with Information Technology Services to develop best practices and procedures related to managing electronic information repositories.
- Work closely with the Legal Affairs department, coordinating records requirements and providing research in support of Public Records requests.
- Considerable knowledge of data structure and information flow to enable one to review, recommend, and revise organizational business policies to achieve compliance with technology, legal, and records requirements.
- Seek out electronic document imaging technology best practices for upgrading of production capabilities on an agency-wide bases.

TPA MISSION STATEMENT

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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, 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.

Tampa International Airport

Position Title: *Records and Information Technician*

POSITION OVERVIEW

Performs a variety of clerical and administrative tasks for the Records and Information Office, including maintenance of file systems, logs and records; and typing, and compiling information and delivering inner office mail.

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.

- Maintains basic manual and automated file systems or assists in the maintenance of a large files in the Records and Information Office.
- May codes, classify, post and compiles information for use by others.
- Receives, verifies and registers documents; assigns file number and affixes seal as appropriate.
- Reviews forms, documents and other materials for accuracy and completeness.
- Provides assistance to staff and public as required.
- Responds to inquiries and searches files for requested information.
- Compiles data, computes and verifies figures.
- Maintains logs and records of equipment, inventory, costs, services performed, documents received, and charges to be assessed; may also maintain employee attendance and leave records.
- Operates office equipment such as adding machines, copiers, telephones, shredders, and postage meters.
- Operates data processing equipment.
- Types forms, vouchers, requisitions, invoices, notices, schedules, legal documents, and other materials; types from rough drafts or combines data from multiple sources.
- Performs other clerical duties such as photocopying; ordering and issuing supplies; and sending, receiving, sorting, and distributing mail.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of a GED Certificate; and Two years of clerical experience or an equivalent combination of education, training and experience that would reasonably be expected to provide the job-specific competencies noted below.

JOB SPECIFIC COMPENTENCIES

- Knowledge of procedures, policies, and rules of assigned division or unit.
- Knowledge of processing administrative and secretarial procedures, such as word processing, files and records maintenance, transcription, and other related procedures.

Department:	Records and Information
Pos. No:	
Pay Grade:	NE3 $17.36 - $32.55 **Non Exempt**
Last update:	1/25/2018 Compensation

- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Skill to carry out complex administrative, secretarial, and confidential duties to assist the division manager, senior division manager, or other professional staff.
- Skill in the use of computers, computer related software or programs, local networks, databases and internet search engines.
- Skill in communication and effective writing.
- Ability to transcribe documents and information from different sources.
- Ability to handle restricted, sensitive and confidential information.
- Ability to serve the public and represent the County with courtesy and professionalism.

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