

**TBI Airport Management, Inc.
Burbank Bob Hope Airport**

Job Description

Information & Communications Technologies Support Specialist

Reports to: Manager, Information and Communication Technologies

Status: Exempt

Pay:

Schedule:

General Description:

Hollywood Burbank Airport is seeking a dedicated Support Specialist to join the Information & Communication Technologies (ICT) Department who will collaborate with other ICT Staff to implement and maintain computing, network, and infrastructure assets for our end users. As a Support Specialist, you can put your passion for Information Technology to work by supporting the operation and technology of the airport.

Essential Job Functions:

Typical Tasks

- Configure and install new computing hardware.
- Use remote access software, such as Barracuda RMM and Zoho to assist end-users.
- Monitor and update the enterprise software approvals based on direction from Senior ICT Staff.
- Provide phone and email-based support for the help desk.
- Configure, repair, and troubleshoot computer systems, mobile, and networking hardware both on-site and post-recovery.
- Maintain and reconcile inventory list of all devices.
- Configure and maintain logs of machine issues, errors, and repairs via the help desk system.
- Verify the identity of all callers before conducting any password change, remote computer access, software installation, or security bypass operations.
- Additional duties as assigned by Senior ICT Staff.

Minimum Qualifications:

Employment Standards

- Bachelor's degree or higher in an IT-related field such as computer science, technical support, and information technology, or equivalent work-experience.
- Minimum of 2 years' experience in computer networks solutions, operating systems, or other IT-related positions.

License and Special Requirements:

- Possession of a valid California Driver's license.
- Obtain and maintain security clearance as required by role and TSA regulations.

Supplemental Information:

Knowledge of:

- Knowledge and understanding of current trends in information technology including information systems software and hardware technologies.

- Skill to design, install and maintain distributed, client/server and desktop computer systems.
- Knowledge of communications protocols, telecommunications and information processing environments.

Ability to:

- Proficiency in programs such as Active Directory, Microsoft Office 365, and Adobe Acrobat.
- Excellent written and verbal communication skills and attention to detail.
- Strong analytical, problem-solving, time management and organizational skills.
- Ability to work cohesively with all levels of management, all departments & co-workers as part of the team.
- Ability to safeguard and protect confidential data and information obtained as a regular part of the job.

Interested applicants may apply by clicking the link below and completing the online assessments.

<https://www.ondemandassessment.com/link/index/JB-QY4AE9ANN?source=HB-Website&u=137146>