

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

**Job Description**

## **Manager, Information & Communications Technologies**

**Reports to:** Director, Information and Communication Technologies

**Status:** Exempt

**Pay:**

**Schedule:**

**General Description:**

The Manager, ICT, will work closely with the rest of the ICT team to ensure that Hollywood Burbank Airport is using the most up-to-date technologies to run the airport business, ensuring that the hardware and software used by the airport is compatible, secure, and scalable and will be responsible for managing the internal network and providing support for all staff.

**Essential Job Functions:**

Typical Tasks

- Plans and oversee the installation and maintenance of computer systems, hardware, and networks.
- Assist the Director, ICT with leading and training ICT staff.
- Develop and implement policies related to network security, disaster recovery, and airport network infrastructure.
- Analyze resource utilization and develop strategies to optimize performance.
- Establish, measure, and define ICT goals and maintain an ICT roadmap.
- Monitor and analyze the success of ICT initiatives and projects.
- Work closely with airport authorized third-party vendors and government compliance agencies to ensure airport infrastructure stability of all systems.
- Continually develop and evaluate modern technologies and tools for the airport.
- Direct the activities of the help desk to ensure the needs of all end-users are met.
- Manage development projects to integrate recent technologies into existing systems.
- Perform ongoing support and maintenance of all hardware, software, and network components.
- Establish and maintain security and compliance policies to protect airport information and resources.

**Minimum Qualifications:**

Employment Standards

- Bachelor's degree in IT, computer science, or a related field.
- A minimum of 3 years' experience in IT management.
- Knowledge of industry-standard computer hardware and software systems.
- Experience with core network administration (Cisco and/or HP-Aruba certification a plus)
- Experience managing on-premises and virtual servers (VMWare), storage area networks (SAN), and network-attached storage (NAS) devices.
- Familiarity with managing software platforms including Microsoft 365, Barracuda XDR, RMM, SentinelOne, or comparable products.

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:

- Principles of and current trends in information technology including information systems software and hardware technologies.
- Design, installation and maintenance of distributed, client/server and desktop computer systems.
- Communications protocols, telecommunications and information processing environments.
- Current network architecture and server operating systems, database systems, data communication protocols and peripherals.

## Ability to:

- Understand highly complex information technology systems and issues.
- Recognize problems, develop recommendations and solutions, and oversee correction.
- Work effectively with clients, vendors and senior managers.
- Excellent written and verbal communication with attention to detail
- Maintain integrity and discretion necessary to safeguard confidential data handled or obtained as a regular part of the job.
- Strong Teamwork, analytical and problem-solving skills
- Excellent time management and organizational skills

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

<https://www.ondemandassessment.com/link/index/JP-R8IIRUYIZ?source=HB-Website&u=137146>