

***TBI Airport Management, Inc.
Hollywood Burbank Airport***

Job Description

Systems Analyst

Reports to: Manager, Cybersecurity & Compliance

Status: Exempt

Salary: \$120,000/year

Schedule: 9/80 (Every other Friday off)

General Description:

Hollywood Burbank Airport is opening a Replacement Passenger Terminal in October 2026. The Systems Analyst provides analysis, support, and oversight for information systems that enable airport business functions and operational activities. This role is responsible for evaluating how existing IT systems and workflows support organizational and operational requirements, identifying gaps, inefficiencies, and potential risks, and recommending improvements to enhance system performance and reliability.

The Systems Analyst designs and proposes optimized business processes, system enhancements, and new technology solutions that align with airport operational objectives, regulatory obligations, and security standards. Working closely with airport stakeholders, vendors, and ICT team, the analyst develops and maintains system documentation, supports system configuration and troubleshooting, and assists with implementation, testing, and user training to ensure effective adoption of technology solutions across the airport.

Duties (Essential Job Functions):

Serve as the primary Systems Analyst for airport business applications, special systems, internal ICT platforms, and service management tools, providing functional and technical oversight throughout the system lifecycle.

Examine and evaluate existing airport systems, including internal ICT and helpdesk systems, to assess how effectively they support business processes, service delivery, and operational requirements; identify gaps, inefficiencies, risks, and opportunities for improvement.

Analyze, and document business, operational, and technical requirements from airport stakeholders, ICT teams, and vendors.

Design and specify system enhancements, configurations, and new solutions that improve workflows and service delivery, including integrations and interfaces

between internal ICT systems, helpdesk platforms, legacy systems, and operational airport systems.

Coordinate with internal ICT teams, developers, and external vendors to configure, implement, and integrate solutions; develop and execute test plans to validate functionality, performance, reliability, and usability.

Develop, maintain, and manage comprehensive system documentation, including functional requirements, workflows, process diagrams, configuration records, and user documentation.

Provide end-user training and ongoing support for both airport operational systems and internal ICT tools to promote effective adoption and consistent use.

Monitor systems after implementation to ensure reliability, availability, performance, and compliance with security, regulatory, and service management standards; recommend and implement continuous improvements as appropriate.

Troubleshoot system issues, perform root cause analysis, and coordinate corrective actions with vendors, helpdesk staff, and internal technical teams.

Participate in system upgrades, enhancements, patches, integrations, testing, and deployment activities to support operational continuity and modernization initiatives.

Collaborate with network, server, cybersecurity, and service management teams to ensure systems remain secure, connected, and compliant with airport IT infrastructure and service delivery standards.

Evaluate emerging technologies, tools, and service management practices to support operational efficiency, improved customer service, and ICT modernization efforts.

Maintain accurate and detailed records of system changes, incidents, service requests, testing activities, and vendor communications in accordance with airport documentation and audit requirements.

Ensure all systems and activities adhere to airport ICT policies, industry best practices, and applicable regulatory and security requirements.

Additional duties as assigned by Senior ICT Staff.

Airport Systems and Platforms Supported:

- Genetec Security System (DVSS and ACS)
- Parking Access and Revenue Control System (PARCS)
- Enterprise Resource Planning (ERP) System
- Enterprise Asset Management (EAM) System
- Airport Systems (BAS, BHS, CUPPS, CUSS, DCMS, EVIDS, PAS and RMS)

Internal ICT Systems include:

- VMWare, SAN, and NAS
- Helpdesk / IT Service Management (ITSM) platform (BMC Track-It!)
- Internal ICT software and platforms (SolarWinds, Barracuda XDR, SentinelOne and RMM)

Preferred Qualifications

- Experience with airport systems (CUPPS, DCMS, EVIDS, RMS, WIFI, ACS, Communications, or Video Security Systems), application software and other systems (Microsoft 365, Adobe, etc.)
- Experience working with vendors and system integrators.
- Professional certifications such as ITIL, PMP, or equivalent.

Key Competencies:

- Strong analytical and problem-solving skills
- Excellent written and verbal communication
- Ability to work effectively in a fast-paced, operationally critical environment
- Strong stakeholder engagement and facilitation skills
- Attention to detail with a focus on reliability and system availability
- May require on-site presence within secure airport facilities.
- May participate in after-hours support, system cutovers, or on-call rotations.

Minimum Qualifications:

- BS degree in Information Technology or related degree plus a minimum of ten years related experience preferred, or a combination of eight years of related work experience and qualified certifications.

License and Special Requirements:

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

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

<https://www.ondemandassessment.com/o/JB-5FRR1TOTD/landing?u=137146&source=HB-Website>