



Job Title	Airport IT Program Manager	FLSA Status	Exempt
Band	MGR	Probationary Period	12 Months
Zone	3	Job Code	15198

Class Specification – Airport IT Program Manager

Summary Statement:
 The purpose of this position is to direct, manage, supervise, and coordinate the activities and operations of stand-alone IT functions integral to the Colorado Springs Airport. Provide strategic and tactical planning, development, evaluation, and coordination of those information technology systems. Coordinate the secure integration of information, and communications systems and serve as the lead for new information systems development. Provide leadership in functional IT areas such as systems planning, networking, technical support, and systems administration. Experience with managing IT systems in a 24x7 environment to include on call support throughout the year. Other duties include developing and implementing new processes and procedures; communicating with staff frequently; stimulating teamwork to accomplish desired goals and objectives; and providing technical assistance and coverage during emergencies or staff shortages. The position also engages and coordinates with the City IT department to ensure City cybersecurity and information system standards are applied to all infrastructure projects, support tickets, problems, incidents, and changes.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
25%	Plans, directs, coordinates, and reviews assigned work by issuing work assignments; monitoring work flow; evaluating production and work quality; meeting with staff to resolve issues; developing and implementing new policies and procedures; identifying opportunities for improvement; and counseling and disciplining as needed within set policies and procedures. Manages project deliverables from solution transition to release and implementation. Facilitates the definition of project charter, scope, goals and deliverables. Manages resources assigned to projects in regards to project efforts and provides a single point of contact for project assignments. Works closely with the Airport Management team to understand negotiated, documented and agreed upon request deliverables. Creates project plans and project schedules. Monitors, plans and controls/mitigates project change and risk. Facilitates communication between stakeholders (sponsor, consumer, technical staff, vendors, Airport staff). Facilitates and positively motivates internal Airport IT staff to solidify a sense of accountability for on-time, within budget project delivery. Coordinates with City IT on projects involving the data center or Citywide network to



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	ensure clear requirements are provided, project schedules are coordinated, and the outcomes meet the Airport’s business and technical needs.
25%	Acts as change agent in ensuring that direct reports deliver excellent customer service; concisely and effectively communicates progress, status, and issues to Airport management. Shows initiative and acts independently to resolve problems, manages multiple priorities, and follows through on projects/tasks to completion. Contributes to near-term and long-term organizational planning and strategy. Tracks and manages project tickets/tasks to ensure timely and agreed to implementations. Compiles plans and work assignments, facilitates and monitors work efforts, identifies resource trends and needs, and escalates functional, quality, or timeline issues appropriately. Interfaces with City IT to ensure that Airport strategic planning needs are included in the City IT long term plans, that tickets with City IT are addressed and documented in a complete and timely manner consistent with established Service Level Agreements, and that clear understandings of roles and responsibilities exist between Airport IT staff and City IT staff.
30%	Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes airport-wide. Supports the training and skills enhancement of all Airport IT staff as required. Knowledge of networking, systems administration, backup, and recovery activities. Provides independent judgment and decision-making abilities that are necessary to apply technical skills effectively.
20%	Ensures that all documents, resolution activities, and customer contact (calls, E-Mails, web forms, chat sessions, or voicemails) are placed into the correct ITSM tool. Oversees the troubleshooting and support of a variety of City IT approved Airport specific software packages within a primarily Microsoft Windows based environment and iOS devices. Manages desk-side support of Airport specific applications, resolves escalation of customer incidents, or request tickets. Oversees and if needed, participates in the diagnoses, and resolution of hardware and software tickets using knowledge, experience, and standard operating procedures. Develops and promotes standard operating procedures and the population and use of the Knowledge Management System (KMS). Supports management reporting, information flow, and process planning. Concisely and effectively communicates progress, status, and issues to the customer



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	<p>and management. Ensures actions support documented processes and procedures that meet or exceed any operational Service Level Agreements (SLA) with the business partners. When required, provides documentation and training on IT services. Ensures proper IT system and data security consistent with City IT policies and procedures is practiced at all times.</p>
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Competencies Required:

<p>Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.</p>
<p>Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.</p>
<p>Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.</p>
<p>Writing: Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.</p>

Technical Skills Required:

<p>Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.</p>
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Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

<p>Education: Bachelor’s degree from an accredited college or university with major coursework in business, computer science, project management, information technology, or other related field.</p>
<p>Experience: Five years of full-time professional experience in information technology, including three years of supervisory experience.</p>



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Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.
 Certifications required in accordance with standards established by Airport and IT departmental policy.

Supervision Exercised:
 Work requires managing and monitoring work performance by supervising direct reports, including making final decision on hiring and disciplinary actions, evaluating program/ work objectives and effectiveness, and realigning work and staffing assignments, as needed.

Supervision Received:
 Receives Limited Direction: This job title normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.

Fiscal Responsibility:
 This job title does research for documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget/fiscal expenditures (typically non-discretionary expenditures) for a work unit of less than department size (programs, activities, projects or small organizational units) or responsibility for fiscal management of capital project(s).

Physical Demands:
 Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Seasonally
Wetness and Humidity	Seasonally
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never



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Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: February 2017