

Job Description

Position Title:	IT Support Specialist
Reporting To:	Supervisor, Information Technology
Key Relationships:	Internal – All VAA Staff External – Third Party Contractors, Airport Tenants
Supervisory Responsibilities	None

Role Summary:

The IT Support Specialist position will support the Information Technology team in day-to-day requirements for the VAA.

Working at the Victoria International Airport in the IT department is an exciting and rewarding experience. As an IT Support Specialist, you will have the opportunity to work alongside a team of skilled professionals to support the Information Technology team in day-to-day requirements for the Victoria Airport Authority. Our collaborative culture fosters teamwork and innovation, providing an environment where everyone's contributions are valued. Our IT department is committed to delivering the best possible technology solutions for the airport, which includes maintaining systems critical to the safety and security of our passengers and employees. With a focus on continuous improvement, you will have the chance to learn and grow your skills, making a meaningful impact on our operations and the airport community as a whole.

Description of Duties:

- Respond to help desk inquiries and triage if necessary;
- Set up new employees with computers, phones, passwords and other requirements;
- Support all employee devices such as computers, hardware/software, printers and mobile phones;
- Check-in kiosk maintenance and troubleshooting;
- Manage and maintain VAA workstations and network devices including:
 - DHCP, DNS, TCP/IP, Active Directory and Group Policy administration;
 - Backups, both local and offsite, and related maintenance;
 - VMWare.

- Provide software support and maintenance in areas such as:
 - MS Server 2016 and higher;
 - Antivirus/Anti-Spam and related;
 - Common Use Self Service kiosks;
 - Basic network assistance;
 - Web based software tools (website and related Vortex applications);
 - Other VAA software and hardware as required.
- Provide software support and training in areas such as:
 - Microsoft Windows 11;
 - Microsoft 365;
 - Flight Information Display system (FIDS);
 - Mobile devices and Mobile Device Management (MDM).
- Provide input to system improvements within the IT infrastructure, processes and services;
- Assist all stakeholders with a customer service mindset;
- Be an active participant within the IT department contributing to meetings and projects;
- Write and update technical documentation including procedures, diagrams, maps and 'how to' documents;
- Maintain operational and technology inventory, both through physical counts and software control;
- Take personal responsibility for VAA's Safety Management System, safety related issues and integrate into daily work activities;
- Perform other related maintenance or support tasks and duties.

Knowledge, Skills, Abilities, and Personal Characteristics:

- Completion of Grade 12 and additional related training or courses;
- Three years in a general IT support role;
- Class 5 Drivers License;
- Security: Must pass and maintain enhanced Airport security clearance as a condition of employment;
- Excellent customer service and interpersonal skill and ability to communicate effectively;
- Ability to be tactful, demonstrate excellent judgement, and work as a positive, collaborative team member;
- Enthusiastic, energetic, and the ability to be a self-starter and work independently;
- Able to stand on ladders up to 12' and be comfortable lifting up to 50 lbs.