

TAHOE TRUCKEE AIRPORT DISTRICT

Job Description

NOISE ANNOYANCE/INFORMATION TECHNOLOGY TECHNICIAN

DEFINITION

To perform a variety of technical duties related to the receipt, research and processing of noise complaints; to perform technical duties to support network and information technology resources and security, and to perform a variety of additional tasks relative to assigned areas of responsibility to support Truckee Tahoe Airport's overall mission.

DISTINGUISHING CHARACTERISTICS

This is a single-level class where employees within this class perform the full range of technical noise annoyance and information technology support tasks within the Aviation Department. Employees at this level receive occasional instruction or assistance as new or unusual situations arise and are fully aware of all applicable operating procedures and policies.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Information Technology Manager.

EXAMPLES OF ESSENTIAL DUTIES – *Duties may include, but are not limited to, the following:*

Receive, research and process noise complaints and respond as required to residents' concerns.

Maintain database of District noise comments, audit for accuracy and analyze for trends.

Listen to audio recordings of radio transmissions as required for processing noise comments.

Communicate to pilots and District constituents about aviation noise and annoyance.

Work with District staff members to help answer questions related to aircraft operations.

Promote noise abatement procedures, flight procedures, curfews, incentive programs, and directives authorized by the General Manager and the Director of Aviation designed to curb community annoyance from aircraft arrival, overflight, and departure and enhance the overall safety of the airport.

Participate in community outreach activities; receive, research and respond to annoyance complaints.

Utilize specialized flight tracking systems to build activity reports related to District operations and to respond to community complaints and requests for information.

Prepare and present monthly, quarterly and annual reports on noise complaints.

Install and configure user computers, printers, and other desktop peripherals such as scanners, or cameras; install and support various software and assist users where applicable.

Support and troubleshoot current desktop operating systems; perform basic diagnostic testing; analyze root cause of problem and develop long-term solutions; identify and report network problems.

Provide technical support in diagnosing and solving problems by telephone or remote access; respond to help desk requests according to urgency and priority levels

Participate in projects related to network infrastructure, software and hardware procurement, or hardware consolidation.

Develop documentation and standard operating procedures as they relate to assignments.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices, methods and technical requirements of airport operations.

Pertinent local, State and Federal laws and regulations.

Principles and practices of information technology.

Personal computers, including hardware and software and related peripheral equipment.

Microsoft Windows operating systems and Office productivity software.

Principles and practices of developing and maintaining strong working relationships, internally and externally.

Safe work practices.

Modern office procedures, methods and computer equipment.

Principles and practices of customer service.

Ability to:

Perform a variety of technical duties in support of noise annoyance and abatement and information technology.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk and/or stand at counter for long periods of time; intermittently twist and reach office equipment; write and use a keyboard for communications; run errands; lift or carry weight of 25 pounds or less.

On a daily basis, maintain a calm and professional demeanor with community members that are disgruntled with aircraft noise.

Provide helpdesk services by assisting to diagnose and repair or instruct users in resolving computer hardware, network and software problems.

Aid staff with Microsoft OS, iOS and Microsoft Office products. Assist with e-mail, internet and use of shared TTAD peripheral equipment and applications.

Organize and maintain electronic file systems and promote industry best practices for content management

Support District overall security and cybersecurity policy, procedures and training.

Communicate clearly and concisely, both orally and in writing in a professional manner.

Establish and maintain cooperative working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING

Any combination of experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the required knowledge, skills and abilities would be:

Experience:

Two years of responsible experience maintaining and troubleshooting hardware and software.

Two years of proven customer service experience.

Training:

Equivalent to the completion of the twelfth grade.

License and/or Certificates

Possession of, or ability to obtain, an appropriate, valid driver's license.

WORK ENVIRONMENT

Employees in this classification perform a wide variety of administrative tasks indoors. Employees generally utilize computers for the majority of work and workstations are equipped to mitigate exposure to computer/keyboard related issues. The person in this position must be able to respond effectively in an occasionally stressful, multi-tasking environment. Occasionally, work will be required in the evenings to accommodate meeting schedules that usually include one to two all-day Directors' meetings per month and one to two other sub-committee/team meetings per month. Occasionally perform work in the field to supervise and accomplish assigned tasks that may involve walking across uneven terrain in either hot or cold weather conditions while carrying light equipment. Ability to climb stairs throughout the workday. May be recalled during emergencies. The ability to work weekends and holidays are required.

COMMUNITY RELATIONS AND OUTREACH

All employees of Truckee Tahoe Airport District have a responsibility to promote a positive image of the District and to inform and educate airport users and constituents regarding the District's Mission and Core Values. Employees are charged with studying and understanding the District's community benefit, communication, and outreach strategies. Employees at various times throughout the regular course of work, may be required to participate in community relations programs, services, and events as directed by Managers. Employees must have the ability and desire to communicate the District's community relations and outreach objectives with people outside the organization, including represent the District to customers, the public, other government entities, and other external sources.