



World Class Support for IT Systems at Airports

**IT Airport Systems Support Lead Technician
Denver International Airport, CO**

Position Title: IT Airport Systems Support Lead Technician

Report Line: DEN Site Manager

Ever wanted to know more about working at an airport? Here is your chance to find out as ServiceTec, the leading independent provider of managed IT services to the aviation industry has an opportunity for an IT Airport Systems Support Lead Technician to join our team at Denver International Airport. If you are looking for an exciting challenge whereby no two days are the same, then this position may be for you. Further information on this role is detailed below:

FLSA Status and Hours:

We are hiring for multiple shifts. Salary and benefits information will be provided should you be selected for an interview.

Position Overview:

Responsible for the Company's airport day to day activities at Denver International Airport in meeting its contractual commitments as defined in the Statement of Work. Lead a team of technicians in delivering a contract compliant and customer satisfying solution to onsite technology support systems. You will be expected to work additional hours to accomplish your tasks, including on-call.

About Us:

ServiceTec is the world's leading independent provider of managed IT services for airports and airlines. We have offered world-class support for IT systems at airports since 1989. With multiple bases in North America and Europe, we have an unsurpassed reputation for the maintenance and support of business-critical systems across the entire airport infrastructure.

Our genuinely outstanding level of service has been demonstrated by the systematic extension, re-award and expansion of multiple existing contracts with clients across North America and Europe. This unrivaled approach has enabled ServiceTec to achieve and maintain its objective of developing strong, sustained and beneficial partnerships with airports and airlines throughout the world.

ServiceTec Culture:

ServiceTec is a people-oriented company. We value our employees, believing they should be treated fairly, with courtesy and respect.

We believe people work better when they feel supported and know that there is a team behind them. We nurture talent and our philosophy is to promote from within.

We consistently recognize those employees who go "above and beyond."

Responsibilities: Service Delivery:

- **Response and Fix Times:** Must be aware of the stated response and fix times for the current contract Service Level Agreements (SLA's). Action trouble ticket calls and monitor their progress to ensure that stated times are met or exceeded. Ensure correct work procedures are adhered to following airport authority requirements and procedures, using ServiceTec/Materna IPS provided (software & hardware).
- **Preventative Maintenance:** Lead, perform, and ensure P.M. schedules are correctly completed and reported by all ServiceTec onsite staff.
- **Employee Presentation:** Be at all times well presented in line with the Company dress code and conduct yourself in a proper manner. Telephone manner is as important as direct contact. Ensure all ServiceTec personnel present themselves in line with the company dress code policy and are presentable.
- **Routine Tasks:** Lead and ensure hardware spares, parts paper stock and consumable stock are used correctly; report shortages, low levels, deficiencies or extra requirements to Materna Engineer/Site representative. Ensure items requiring repair are correctly documented and packed ready for transport to the repair provider without undue delay. Ensure all daily, weekly, monthly, 3-mth, 6-mth, and yearly tasks are completed on time and in line with customer expectations by yourself and the ServiceTec team. Manage the supported equipment by ensuring updates and patches are installed at required intervals. Ensure all supported equipment in scope is optimized and any instance of outages is reduced and/or avoided.
- **Customer/User/System Provider Interface:** Lead and ensure that excellent relationships are generated and maintained, particularly a personal relationship is generated with the customer and user personnel. Coach team members as required to ensure the entire ServiceTec team develops and maintains an excellent relationship with the customer and user personnel.
- **Communication Devices and Procedures:** Lead and ensure that communication devices are working correctly and procedures for use are being adhered to by all onsite support staff. Ensure communication devices provided are only used for their intended business purposes and are not subjected to misuse or abuse of any kind.
- **Resource Availability:** Manage staff scheduling, including vacations, sickness, statutory holidays, and extra work requirements. Report any requests for absence in good time and in line with company and local Management procedures. Ensure staff adheres to all timeframes in the work schedule. Develop and put back-up plans in place for expected and unexpected absences; this includes taking shifts yourself when required to ensure contract compliance. Act as a first resource to assure the needs of staff are addressed. Keep the work schedule up-to-date at all times with a full year's outlook for staff. Communicate the staff schedule weekly to all site staff as a reminder.
- **Meeting Attendance:** Attend Customer meetings as directed by the Site Management. Any request from the Customer to the Team Lead for a service meeting must be approved by ServiceTec management prior to that meeting taking place. When required, work with Materna management in identifying and resolving issues related to supported systems. Conduct ServiceTec Team meeting weekly to communicate the needs of the site and to coach the team.
- **Reporting:** Ensure Site Management are aware of any unusual events that may have an adverse impact on service delivery or the Company's reputation. Ensure escalation procedures are adhered to by all onsite support staff. Prepare reports and documentation when required and requested. Keep site management up-to-date on any relevant issues.
- **Tools:** Ensure all ServiceTec staff are provided with tools, information and supplies necessary to accomplish their duties.
- **Make recommendations on system upgrades, updates, and infrastructure hardware replacement** when appropriate to site management. Where possible and when appropriate, recommend projects whereby additional revenue may be achieved. Lead such project onsite, working with third party suppliers, site management, and your team to successful project completion.

Administration:

- Personnel Reporting: Submit Time Sheets, Expense claims and all other forms are correctly completed and within any stated deadlines. Perform staff appraisals at minimum once per year as per established ServiceTec procedures.
- Site Reporting: Responsible and accountable for the records for the airport site. All records are to be completed before the shift finishes its work period.
- The following is a minimum list of records to be maintained:
 1. Incident Log – A weekly ticket log report is due by end of day every Monday.
 2. P.M. Log – A summary of the previous week's PM activities is due by the end of day every Monday.
 3. Monthly SLA report – Complete a "reason" log for all tickets that missed SLA. Due the first week of every month.
 4. Installed equipment inventory.
 5. Spare equipment inventory – A hardware inventory count of all spares is due by the end of the day every Monday.
 6. Parts inventory – A parts inventory count of all spares is due by the end of day every Monday.
 7. Consumable's inventory – A consumable count report is due to Site Management by the end of day every Monday.
 8. Purchase Order Request Log.
 9. Incident, problem, and change logs.
 10. Goods received Note Log.
 11. Repair History Log – Both for hardware sent out for repair and hardware repaired internally; a report of such activity is due by the end of day every Monday.
 12. Staff tasks and early in/out records.
 13. Staff performance appraisals and correction discussions.
- To ensure our ongoing adherence to ISO 27001 you are required to ensure and check for information Security procedural compliance. On a regular basis, as defined within the information Security Management System (ISMS), a review of operational conformance with those organizational policies and procedures that apply to the information assets for which you are responsible should be carried out. You are not responsible for performing or commissioning technical compliance checking.

Education and Qualifications:

Function holder's minimum qualifications and experience should include:

- Recognized technical experience with A+ certification or equivalent.
- Knowledge of relevant applications such as MS Office Suite, MS Windows 7/10, and MS Server 2008+.
- Familiar with LAN/WAN concepts, experience with networking equipment and troubleshooting networking cables.
- Experience troubleshooting smartphones problems.
- Experience of all above within site-based customer service environment.
- Demonstrated focus on customer service.
- Experience working in airports is preferred, but not a requirement.
- ITIL Foundations training/qualifications advantageous.
- Ability to negotiate security checkpoints and screening x/ray access points without assistance.
- Pass a background investigation, which includes a criminal history check as part of requirements by TSA and to complete an airport safety training.

Physical Attributes:

Function holder's minimum physical attributes should include:

- Independent mobility throughout work locations, and ability to move unaided from one working level to another, ability to access, unaided, all installed equipment locations, including working at height, when required.
- Ability to negotiate security checkpoints and screening x/ray access points without assistance.
- Visual acuity - ability to interpret and operate customer-owned computer screens and read/write relevant documentation, without the need for special accommodation.
- Ability to carry tools, test equipment and replacement equipment (up to 40 lbs), independently and unaided.
- Ability to drive standard vehicles without any requirement for modified controls.
- Maintain up to date knowledge within your technical field. Provide innovative solutions for problems to increase your value to the client.

Other:

- The Team Lead may from time to time be requested to perform other duties in line with the changing requirements of the Company's business.

For Immediate consideration, please send in your resume and cover letter, including salary expectations which will be treated in confidence.

For more information on ServiceTec, please visit: <https://servicetec.bamboohr.com/jobs/view.php?id=93>

ServiceTec International, Inc. is an Equal Opportunity Employer and will comply with all applicable local, state, and federal statutes concerning equal employment opportunity with regards to all employees whether full time, part time, casual, temporary, and seasonal or contract.

ServiceTec will not discriminate on grounds of sex, trans-gender status, sexual orientation, religion or belief, marital status, civil partnership status, age, race, ethnic origin, color, nationality, national origin, disability or on other grounds not prohibited by legislation. This policy applies to the process of recruitment and selection (both internal and external), promotion, training, conditions of work, pay and benefits and to every other aspect of employment, including general treatment at work and the processes involved in the termination of employment.

We are thankful to receive any applications; however, only those selected for an interview will be contacted.

All applications will be on file with ServiceTec indefinitely. Should you wish to have your personal data removed, please follow the instructions in the application acknowledgement email that you will receive after applying.