

IT Operations & Security Administrator

Employment Type: Full-Time

Salary Range: \$90,000 – \$100,000 annually

Position Summary

We are seeking a skilled and proactive IT Operations & Security Administrator to manage and support our critical technology infrastructure. This role is responsible for ensuring the reliability, security, and performance of internal networks, servers, and integrated physical security systems.

The ideal candidate combines strong systems administration expertise with hands-on experience supporting both IT and facility-related technologies.

Reporting Structure: Reports to the Airport Security Manager; no direct reports.

Key Responsibilities

Network & Infrastructure Management

- Design, configure, and maintain LAN, WAN, and wireless networks
- Administer and monitor firewalls, VPNs, and network security protocols
- Manage Windows Server environments (Active Directory, Group Policy, DNS, DHCP)
- Oversee system backups and disaster recovery planning and execution

Cybersecurity & Compliance

- Develop and enforce cybersecurity policies (e.g., Acceptable Use, Password Management, Remote Access)
- Implement and manage Endpoint Detection & Response (EDR) solutions
- Administer email security systems and lead phishing awareness initiatives

Physical Security & Facility Systems

- Oversee installation and maintenance of fiber and structured cabling
- Manage CCTV systems, including troubleshooting and upgrades
- Maintain public address systems and FIDS displays
- Support access control systems (badging, electronic locks, audits)

- Assist with badging office operations, including system support and troubleshooting
- Provide IT support for building automation and facility systems

Software & Application Support

- Serve as primary technical contact for key platforms: QuickBooks, DocuWare, Veoci, GoApron, SimpleWay, and HID Safe
- Support Microsoft 365 applications and services
- Manage software integrations, updates, and patching

General IT Operations

- Procure, deploy, and manage workstations and user environments
- Provide Tier 2/3 technical support for hardware and software issues
- Maintain inventory of IT assets and software licenses
- Collaborate with leadership to recommend and implement technology improvements
- Maintain and update the company website

On-Call & Emergency Response

- Respond to IT and security-related emergencies, including network outages, system failures, and security incidents
- Provide timely troubleshooting and resolution to minimize operational disruptions
- Coordinate with internal teams and external vendors during urgent incidents

Team Environment & Culture

- Work within a small, close-knit organization where collaboration is essential
- Contribute beyond primary responsibilities, supporting team members and cross-functional needs as required
- Maintain a flexible, team-first mindset with a willingness to assist in operational and facility-related tasks
- Build strong working relationships across departments to support overall organizational success

Security Clearance Requirements

- Must be able to obtain and maintain a Security Identification Display Area (SIDA) badge
 - Subject to a comprehensive background check, including fingerprinting and security threat assessment in accordance with TSA regulations
 - Must comply with all airport security policies and procedures
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Qualifications

- **Education:** Bachelor's degree in Information Technology, Computer Science, or related field
- **Experience:** Minimum of 5 years in systems administration or a similar role

Technical Skills

- Strong experience with Windows Server (2019/2022) and virtualization
- Hands-on experience with network security appliances (e.g., Fortinet, Cisco, SonicWall)
- Familiarity with IP-based camera systems and physical security infrastructure

Soft Skills

- Strong problem-solving and analytical abilities
- Excellent communication and interpersonal skills
- Ability to manage multiple priorities in a dynamic environment

Preferred Certifications

- CompTIA Network+ and/or Security+
- Microsoft Certified: Windows Server Hybrid Administrator Associate
- CCNA or equivalent networking certification