



Updated: 2/9/2026

FLSA: Exempt

Salary Class: 21

Reports to: Director of Safety and Risk Management

Airport Information Technology Coordinator

Nature of Work

Under the general guidance of the Director of Safety and Risk Management, manages and coordinates computer and cellular technology solutions across airport operations. Monitors implementation and use of airport technological solutions. Troubleshoots technical issues by acting as the first call for RFD staff. Integrates and coordinates system functions to ensure efficiency and peak performance for the organization.

Essential Functions

Manages and maintains systems within the IT infrastructure, cellular communications, and terminal passenger systems.

Acts as a primary point of contact for all IT-related activities, equipment purchases, and projects within the airport terminal and across the airport.

Provides basic IT support to airport employees, including email, mobile device, and printer issues.

Works with airport tenants to ensure IT projects are coordinated within RFD's IT infrastructure and align with RFD practices and policies.

Escalates service calls to appropriate vendors and follows through to ensure successful completion.

Maintains an inventory of all airport IT-related assets. Manages warranties, service contracts, and repairs of equipment, as needed.

Develops equipment replacement plans to ensure equipment does not exceed lifespan. Maintains an inventory of software subscriptions, licenses and certificates. Ensures all are renewed, as needed.

Prepares cybersecurity policies and plans for airport terminal, offices, and other airport facilities. Directs responses to IT disruptions, when needed.

Coordinates with airport staff to ensure access control systems are state-of-the-art, fully functional, and properly supported.

Assists with design of IT workflows, processes, policies, and plans, as related to the airport and all airport property.



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INTERNATIONAL AIRPORT

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Assists with development and implementation of business continuity plans.

Analyzes and reviews best practices and current procedures to develop recommendations for improvement of IT activities related to the airport.

Participates in emergency response and recovery efforts related to IT systems.

Interprets applicable laws, regulations and policies, and ensures department compliance to same.

Assists with departmental budgets, ensuring accurate funding for IT-related software, equipment, and projects.

Attends industry training and peer events to stay current on technology issues and changes.

Ensures that timely and accurate information is provided to airport directors.

Additional responsibilities, as needed to meet the Airport's mission, strategic objectives, and daily operations.

Supervision Received

Works under general supervision of the Director of Safety and Risk Management.

Supervision Exercised

Indirect supervision to RFD staff in regard to computer and IT procedures and policies.

Working Conditions & Physical Demands

Remaining in a stationary position, often standing or sitting for prolonged periods.

Moving about to accomplish tasks or moving from one worksite to another.

Assessing the accuracy, neatness, and thoroughness of the work assigned.

No adverse environmental conditions expected.

Knowledge, Skills and Abilities

Proficient in principles and practices of IT operations such as network infrastructure, cybersecurity, desktop support, and system administration.

Adept in principles and practices of airport operations and airline operations.



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Knowledgeable in administrative principles and practices including goal setting, program development, implementation and evaluation, and contract administration in a public agency setting.

Skills in help desk management and customer support operations.

Proficient in use of Microsoft office programs including Word, Excel, Access, PowerPoint, and Outlook.

Provides IT support to various business software programs comparable to those in use at the organization (i.e. Adobe, asset management software, finance and payroll ERPs).

Identifies and resolves technical issues efficiently and effectively.

Communicates technical information to non-technical audiences.

Trains others in policies and procedures related to the work and provides for their professional development.

Coordinates various projects from start to finish, works independently, and uses good judgment.

Establishes effective working relationships with coworkers, contractors, and the public.

Prepares and presents accurate and reliable reports containing findings and recommendations.

Performs a wide variety of duties and responsibilities with accuracy and speed under the pressure of time sensitive deadlines.

Quickly learns and utilizes new skills and knowledge brought about by rapidly changing information or technology.

Represents the airport in a professional and businesslike manner.

Multi-tasks, priorities. and takes initiative.

Works extended shifts or can be called back in emergency situations.



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Acceptable Experience and Training

Graduation from a four-year college or university with a major in Airport or Aviation Management, Computer Sciences, Information Technology or a closely related field, and at least three years of experience in aviation technology, IT management, or related field. Possession of a valid driver's license authorizing operation of a motor vehicle in Illinois. Must satisfactorily meet and maintain STA and CHRC background check requirements. Any combination of experience and education that meets the minimum requirements will be considered.

I understand that my signature on this document affirms that I have reviewed my job description and agree that I can perform the duties and functions as defined in the job description.

Print Name

Sign Name