

# COMMONWEALTH PORTS AUTHORITY

## Position Description

### INFORMATION SYSTEMS SPECIALIST

CODE: 143

This position is under administrative direction. This individual shall have the responsibility for maintenance and operation of all airports' and seaports' electronic information and communications systems.

#### ESSENTIAL FUNCTIONS

Essential functions of the job include: maintenance of all communications and information systems used the Authority; conceptual and detail design of computer and conventional communications and information systems; analysis of various departmental procedures and problems in order to refine data and convert it to a programmable format which meets the needs of the Authority. Work also involves implementing, coordinating and participating in the use of computers and other automated office equipment; analyzing and determining various departmental computer program needs; developing computer programs and files for the storage, retrieval and processing of data, correspondence, reports and other documents, and training and assisting employees in the use of automated equipment and programs. An employee in this classification exercise independent judgement and initiative. This position reports directly to the Executive Director or his/her designee.

#### EXAMPLES OF WORK

1. Plan and implement procedures and protocols related to the operation of all communications resources.
2. Serves as technical support for email, web, printers, computer hardware and software.
3. Serves as the systems administrator of the CPA local area network; maintain systems configuration, network security and administrative functions.
4. Monitors network performance.
5. Serves as the systems administrator for CPA's telephone systems; maintain systems configuration, security and administrative functions.
6. May maintain CPA's Airport Badging System and the associated database to ensure it is able to design and produce badges.
7. Troubleshoot computer-related problems; develop and implement solutions to those problems in a timely manner.
8. Review and analyze various department operations in order to recommend computer system and programming needs; recommend software packages and computer systems to meet the needs of CPA and coordinate the installation and configuration of new computer systems and software programs.
9. Test and evaluate computer hardware, software, and/or systems (networks).
10. Assists in the areas of operation, which need-upgraded equipment, such as computers, tablets, hubs, switches, routers, printers, firewall, and servers.
11. Assist users to identify and solve technology issues.
12. Individual must be knowledgeable on both Macintosh and Windows Platform including Network Management Software (e.g., Windows 10, Windows Server).

13. Train employees in the use of software, computers and other automated office equipment; provide technical assistance to employees involved in the operation of computers and related equipment; prepare technical reports and instructional manuals.
14. Troubleshoot functional problems and perform minor repairs as needed. Install software, options, peripherals and upgrades.
15. Assist CPA in preparing forms/databases to assist in operations.
16. Coordinate and research the development of projects, programs and system applications, analyzing procedures and problems in order to refine data and convert information to programmable form.
17. Study existing systems to evaluate effectiveness and develop new systems to improved production or work flow as required; conduct studies pertaining to the development of new information systems to meet current and projected needs.
18. Maintain, on a daily basis, information systems, inspection programs, incident and activity reporting systems, statistical analysis, etc.; answer inquiries related to statistics, data, information and infrastructure related to systems managed by Information Systems Specialist.
19. Create and implement strategies for safeguarding data by arranging for or personally conducting periodic back-ups of critical data.
20. Respond to requests for assistance in any communications data processing of network function; anticipate and prevent problems and provides assistance when needed.
21. Update and maintain CPA's official website, Facebook page and any other social media platforms CPA chooses to subscribe to.
22. Provide support of video teleconferencing meetings and troubleshoot connectivity issues for video codec's, video bridging and video gateway equipment.
23. Advise CPA staff on all matters regarding communication and information processing.
24. Must be willing to and able to travel to meet CPA needs.

**DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS:**

1. Working knowledge of Microsoft Windows Server platforms.
2. Working knowledge of VMWARE ESXi Hosts.
3. Experience with Storage Area Network (SAN) management in a high availability environment.
4. Experience and knowledge of Laserfiche or similar application.
5. Knowledge of smartphone/tablet configuration and management.
6. Working knowledge of Windows Operating Systems.
7. At least three years of networking experience including APA's, LAN/WAN, routing, VLAN and NAT.
8. Working knowledge of Microsoft Office Suites with Microsoft Access database administration a plus.
9. Knowledge of job control language concepts and functions and capabilities of computer hardware; knowledge of database management.
10. Ability to assimilate and follow written and oral instructions in the methods and techniques of computer program maintenance.
11. Ability to analyze problems and to organize their component parts into logical steps.
12. Ability to utilize technical manuals relating to programming languages, system operations, and database management; ability to communicate effectively both orally and in writing.
13. Ability to gather data, to compile information, and prepare reports.
14. Skill in organizing resources and establishing priorities.
15. Ability to design and implement systems necessary to collect, to maintain, and analyze data.

**MINIMUM QUALIFICATIONS REQUIREMENTS:**

1. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability

required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

2. Must possess when hired and maintain while employed a valid CNMI Driver's License and agree to a records check.
3. Must agree to, and successfully complete, at least ten (10) year criminal history check. (As required by the TSA).
4. Must agree to, and successfully complete, a drug screen in accordance with the CPA's Drug-Free workplace program.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

- Graduation from a U.S. accredited college or university with an AA/AS degree in technology field; or;
- Graduation from High School plus five (5) years work related experience.

*NOTE: A combination of education and experience may be an acceptable substitute for a degree.*

**LANGUAGE SKILLS:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals, ability to write routine reports and correspondences. Ability to speak effectively before groups of customers or employees of organization. Must speak and read English.

Shall have no record of felony or criminal conviction.

**PAY RANGE**

Pay Level: 15  
Minimum: \$14.38/hour; \$28,486.58 per annum.  
Maximum: \$24.60/hour; \$51,157.80 per annum.

*Adopted by the CPA Board on September 27, 2017.*

*Revised and adopted by the CPA Board on December 22, 2022.*