

INFORMATION TECHNOLOGY TECHNICIAN

Job Description

Reporting To:	Information Technology Manager	
Division:	Information Technology	
Grade Level:	7.1	
Remuneration:	\$56,037.00	
Special Requirements:	<ul style="list-style-type: none"> Valid Driver's License. Ability to obtain and maintain airport security clearance. Ability to travel throughout the Turks and Caicos Islands. Willingness to work outside normal business hours, including overtime, weekends, public holidays, and emergency call-outs when operationally required. 	
Employment Type: <input checked="" type="checkbox"/> Continuous Employment <input type="checkbox"/> Fixed Term Contract <input type="checkbox"/> Independent Contractor <input type="checkbox"/> Consultant <input type="checkbox"/> Intern	Hours: <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Part-Time Shift <input type="checkbox"/> Casual/Flexible	Location: <input type="checkbox"/> All Islands <input checked="" type="checkbox"/> Providenciales <input type="checkbox"/> Grand Turk <input type="checkbox"/> Salt Cay <input type="checkbox"/> North and Middle Caicos <input type="checkbox"/> South Caicos

About The Turks and Caicos Islands Airports Authority

The Turks and Caicos Islands Airports Authority (TCIAA), established under the Airports Authority Act, is responsible for the development, operation, and management of airport infrastructure across the Turks and Caicos Islands.

TCIAA operates six airports and provides air navigation services within the territory's low-level airspace. Our mission is to deliver world-class airport facilities and operations through excellence in safety, security, efficiency, innovation, and customer service—supporting the nation's socio-economic development and growth.

About the role

The **Information Technology Technician** is responsible for supporting, maintaining, installing, monitoring, and troubleshooting the Authority's information technology systems and airport operational technology.

The position provides technical support to employees, airlines, approved third-party vendors, contractors, and other authorized stakeholders while ensuring the reliable operation of business and airport operational systems. Responsibilities include preventive maintenance, incident response,

system monitoring, equipment installation, documentation, inventory management, and participation in technology projects that support the Authority's operational and business objectives. The position is expected to take ownership of assigned systems and responsibilities while delivering reliable, secure, and customer-focused IT services across the Authority.

Responsibilities and Key Deliverables

- Provide first and second-level technical support to employees and authorized users.
- Install, configure, maintain, troubleshoot, relocate, and replace computer hardware, software, printers, mobile devices, peripherals, and other approved IT equipment.
- Support Microsoft Windows operating systems, Microsoft 365 applications, and other approved business software.
- Support airport operational technology, including Shared Use Passenger Processing Systems, Self-Service Check-in Kiosks, Flight Information Display Systems (FIDS), CCTV Surveillance Systems, Electronic Access Control Systems, Time and Attendance Systems, Audio Visual equipment, Meeting Room technology, and other technology solutions deployed by the Authority.
- Provide first-line technical support for airline-operated systems and approved third-party systems connected to TCIAA infrastructure.
- Liaise with airlines, vendors, contractors, consultants, and service providers to diagnose and resolve technical issues affecting airport operations.
- Perform scheduled preventive maintenance and routine inspections of assigned systems and equipment.
- Monitor assigned systems and proactively identify faults, risks, or performance issues before they impact operations.
- Record, update, and resolve incidents and service requests using the Authority's approved IT Service Management System.
- Maintain accurate documentation of repairs, installations, maintenance activities, equipment configurations, and technical procedures.
- Maintain assigned IT assets and support inventory management, equipment deployment, hardware replacement, and procurement activities.
- Assist with technology projects, equipment installations, system upgrades, testing, and implementation activities.
- Support the implementation of cybersecurity policies, standards, and best practices and promptly report security incidents or vulnerabilities.
- Maintain ownership and accountability for assigned systems, equipment, projects, and operational responsibilities.
- Maintain professional working relationships with employees, airlines, vendors, contractors, consultants, and other stakeholders.
- Recommend improvements to IT systems, operational processes, and service delivery.
- Follow departmental policies, standard operating procedures (SOPs), and established work practices.
- Ensure assigned recurring operational tasks are completed within established timeframes and departmental standards.

Other Duties

- Participate in disaster recovery, business continuity, and emergency response activities as required.
- Maintain a clean, organized, and secure IT work environment, including communications rooms, workshops, storage areas, and departmental equipment.

- Perform other information technology-related duties, projects, and operational assignments as reasonably assigned by the Information Technology Manager or other authorized member of management.

Qualifications and Experience

Education

- Associate Degree, Diploma, or equivalent qualification in Information Technology, Computer Science, Computer Engineering, Electronics, or a related discipline.

Experience

- Minimum of two (2) years' experience supporting enterprise IT environments.
- Experience supporting Microsoft Windows, Microsoft 365, networking, and end-user technologies.
- Experience supporting airport operational technology or other mission-critical environments will be considered an advantage.

Core Skills

- Excellent customer service and interpersonal skills.
- Strong troubleshooting and analytical abilities.
- Effective verbal and written communication skills.
- Ability to prioritize and manage multiple tasks.
- Ability to work independently and collaboratively within a team.
- Strong organizational and time management skills.
- Professionalism, integrity, and accountability.
- Attention to detail.
- Ability to adapt to changing technologies and operational requirements.

Knowledge and Certifications

Knowledge of:

- Microsoft Windows operating systems.
- Microsoft 365.
- Computer hardware installation, maintenance, and troubleshooting.
- Printer and multifunction device support.
- Basic networking (TCP/IP, switching, and wireless).
- Active Directory fundamentals.
- Mobile device support.
- CCTV Surveillance Systems.
- Electronic Access Control Systems.
- Flight Information Display Systems (FIDS).
- Airport Passenger Processing Systems.
- Audio Visual and Meeting Room technology.
- Structured cabling.

- UPS systems.
- IT Service Management systems.
- Cybersecurity principles and best practices.

The following certifications are considered an asset:

- CompTIA A+
- CompTIA Network+
- Microsoft Certifications
- Cisco Certifications
- Fortinet Certifications
- ITIL Foundation or equivalent.

Working Conditions

- Work is performed in office environments, airport terminals, communications rooms, workshops, equipment rooms, and outdoor operational areas.
- Work may be performed indoors and outdoors in varied weather and environmental conditions.
- The position requires standing, walking, climbing ladders, working at heights where required, and safely lifting and carrying IT equipment weighing up to approximately 25 lbs. (11 kg).
- This role may require working in secure and restricted airport operational areas in accordance with airport safety and security procedures.

Why Join TCIAA?

- Be part of a critical national infrastructure organisation.
- Contribute directly to the safety and efficiency of airport operations.
- Access opportunities for technical training and professional development.
- Work in a dynamic, team-oriented, and safety-focused environment.

Benefits

- Private Medical Insurance with integrated Life Policy (employee/employer shared)
- Employee Savings Programme
- TCIG Public Sector Employee Pension Scheme
- Training and Certification Opportunities as approved and/or required and/or appropriate by the CEO.

Application Requirements

- **Cover letter**
- **Resume**
- **Two (2) professional references attesting to character and competency**
- **Enhanced police record**
- **Proof of status**

No later than July 17, 2026, to:

Human Resources Manager
Turks and Caicos Islands Airports Authority
Walter E. Cox Administration Building

Job Ad: Information Technology

Howard Hamilton International Airport

Telephone# 649-946-4420 / 649-338-5420, Fax# 9415996. Email: hrrecruitment@tciairports.tc

