

JOB POSTING

IT Support Specialist

Recognized as a Top Employer in Atlantic Canada in both 2024 and 2025, the St. John's International Airport Authority (SJIAA) is a private, not-for-profit, non-share capital corporation that oversees the safe and efficient movement of people and goods at Newfoundland and Labrador's premier air transportation gateway. Our mission is to proudly connect Newfoundland and Labrador with the world.

SJIAA was recently honoured with the 2024 Airport Service Quality (ASQ) award for Best Airport Under 2 million Passengers in North America, a prestigious recognition that highlights our ongoing commitment to delivering an exceptional airport experience for passengers and for fostering economic growth and social well-being in the communities we serve.

ACCOUNTABILITIES

This position is responsible for supporting and maintaining airport technologies, including both corporate and airport common use systems. The ideal candidate would have an interest in all technologies and a well-rounded IT skill set. Airport IT is a fast-paced environment with a variety of systems to support. Some of the types of systems would include:

- Virtualization
- Networking
- Cloud Infrastructure
- Desktop Support
- Industrial IT Hardware
- Mobile Devices
- Access Control and Video Surveillance
- VOIP
- Paging Systems
- Digital Signage

Other duties include:

- Provide resolution to service desk incidents and service requests within a timely manner to both corporate and external end-users (i.e., airlines);
- Record and track all details associated with IT incidents and service requests within the SJIAA service desk system;
- Support and maintain airport technologies such as, check-in kiosks, flight information display, public address, CUPPS/CUSS, laptops, desktops, mobile devices, and other peripherals;
- Install, configure, support, and maintain servers, hardware, and software;
- Work with Airline technical representatives on new software roll outs/upgrades or issues with integration of airline software;
- Configure and maintain IT Infrastructure (Servers, Switches, Firewall, Wi-Fi, VOIP, VPN);
- Diagnose and provide solutions to work stations, file servers, communication servers, routers, switches, firewalls, and other connectivity related equipment;
- Apply operating system updates, patches, and configuration changes;
- Implement, monitor and test back-up systems;
- Analyze system logs and identify potential issues.

APPLY TO:

People and Culture
St. John's International Airport Authority
careers@stjohnsairport.com

CLOSING DATE:

Friday, November 14, 2025

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IDEAL QUALIFICATIONS

- A post-secondary education in computer science or related field;
- A minimum of three years' experience providing IT support;
- Experience with hardware platforms, and integrated information and communications systems;
- Experience with server virtualizations, thin client solutions, security appliances, backup systems;
- Knowledge of Microsoft Windows operating systems;
- Experience in administrating, configuring, and supporting cloud solutions such as Microsoft 365, Sharepoint, Teams, Intune, etc;
- Demonstrated ability to work with data networking and related technologies such as IP, DHCP, DNS, VPN, VLAN, Firewalls and Routing;
- Ability to provide exceptional customer service to incoming IT issues from both internal and external clients with a first call resolution approach;
- Experience in documenting resolutions to technical problems;
- Demonstrated ability to troubleshoot and problem solve IT incidents with a focus on root cause analysis;
- Demonstrated ability to work in a team environment;
- Familiarity with and/or demonstrated knowledge of IT Incident/Problem Management, Asset Management and Change Management;
- Must be available for after-hours support (on-call rotation);
- Must obtain and maintain a valid Restricted Area Identification Card (RAIC).

APPLY TODAY

If you are excited about this leadership opportunity and have the experience and passion we are looking for, we hope to hear from you! Please submit your resume by Friday, November 14, 2025.

St. John's International Airport Authority (SJIAA) is an Equal Opportunity Employer. SJIAA is committed to inclusive employee recruitment and selection. SJIAA welcomes and encourages applications from people with disabilities. If you require an accommodation at any point during the selection process, please inform us as soon as possible and we will make every effort to fulfill your accommodation request.

Please note that successful candidates will be required to provide a satisfactory certificate of conduct and educational documentation as a condition of employment. As this is a safety sensitive position, a drug and alcohol test will be required as a condition of employment.

We thank all applicants for their interest, but only those selected for an interview will be contacted.

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