



C A R E E R O P P O R T U N I T Y

## DEPUTY AIRPORT DIRECTOR— INFORMATION TECHNOLOGY + INNOVATION

**JOHN WAYNE AIRPORT ORANGE COUNTY, CALIFORNIA** SALARY: \$149,885–\$207,584 DOE/DOQ

**O**RANGE COUNTY'S JOHN WAYNE AIRPORT IS SEEKING A DEPUTY AIRPORT DIRECTOR—INFORMATION TECHNOLOGY & INNOVATION (IT DIRECTOR) to lead its newly created Technology Services Division. If you have significant airport experience, IT systems knowledge, and strong management skills, then you may be the ideal candidate for this exciting role! The IT Director will report directly to the Airport Director while overseeing a team of 19 and a Division operating budget of \$9.3 million, along with additional capital improvements. This is the perfect opportunity for someone who is well-versed in Common Use Passenger Processing Systems (CUPPS), payment card systems (PCI), baggage handling systems, and building automation and wants to become part of a fast-paced, progressively innovative executive team, leading technology and innovation at a medium-hub airport. The IT Director will be responsible for overseeing several exciting projects, such as the replacement of the Common Use Passenger Processing System (CUPPS), Parking Access Revenue Control System (PARCS), and the development of a multi-year technology strategy. This role requires strong relationship-building skills, as you will regularly collaborate, and sometimes negotiate, with airport business owners, security, airlines personnel, airport staff, and leadership and work often and effectively with other County centralized and decentralized information technology personnel. It's essential that the incoming IT Director be innovative, self-driven, and eager to disrupt the status quo in order to thrive in this highly rewarding position. *If you are ready to bring John Wayne Airport up to the forefront of the technology landscape, then apply today!*



# THE COMMUNITY

**ORANGE COUNTY, CALIFORNIA**, is a welcoming and compassionate community with over three million residents. It's located in the heart of Southern California, known for its warm, sunny days and mild, comfortable evenings. The region has a variety of neighborhoods, from bustling urban centers to quiet suburban communities, and a wide range of housing options, so you can find the perfect place to call home. Living in Orange County offers a wide range of recreational activities, including parks, trails, beaches, and cultural attractions like the Segerstrom Center for the Arts, the Pacific Symphony Orchestra, Disneyland, and Knott's Berry Farm. Additionally, there are numerous shopping centers, restaurants, and entertainment venues for you to enjoy. With its sunny climate, diverse neighborhoods, and abundance of recreational and cultural activities, Orange County is the perfect place to call home.



# THE ORGANIZATION

**J**OHN WAYNE AIRPORT (JWA) has approximately 125 dedicated staff and is home to eight commercial airlines, two commuter operators, two all-cargo carriers, two full-service fixed base operators, and over 440 general aviation aircraft. JWA is owned and operated by the County of Orange and is a modern, 20-gate, medium-hub commercial and general aviation airport located approximately 35 miles south of Los Angeles. In 2022, JWA served over 11.36 million passengers, in a community of over three million, who live within the 34 cities and unincorporated areas of Orange County. Since 2017, JWA has been consistently ranked first or second in overall customer satisfaction for its size. JWA is one of the top-50 busiest commercial airports in the country in terms of both passenger enplanements and total operations and is also one of the nation's busiest General Aviation airports.

JWA has an annual budget of approximately \$200M and operates as an enterprise fund self-supported/funded agency and receives no monies from the County's General Fund. These revenues are to operate and optimize the Airport, repay bonds, fund capital improvements, maintain assets, and support aviation planning.

## VISION

To be a world-class aviation getaway for business and leisure travel.

## MISSION

To plan, direct, and provide high-quality aviation services and facilities for Orange County in a safe, secure, and efficient manner.

[LEARN MORE ABOUT JOHN WAYNE AIRPORT](#)

# THE DIVISION

**A**S TECHNOLOGY CONTINUES to rapidly change in airports, JWA is looking to innovate the Technology Services Division to ensure JWA is seen as a leader when it comes to an end user's experience, cyber security, parking systems, and utility plant upgrades. This Division plays a unique and critical role in the Airport's operations and is looking to transform JWA in a more innovative way.

The newly centralized Technology Services Division of John Wayne Airport includes Technical Services, IT Project Management, Operations, Service Desk/CUPPS, and Security Teams. This Division provides 24/7 support for airport operations, including building automation, access control, security cameras, baggage handling systems, servers, applications, hardware infrastructure, network infrastructure, end-user support for JWA administrative staff and systems, IT security, compliance efforts, consulting services, and vendor contract management.

# THE JOB/IDEAL CANDIDATE

**AS THE DEPUTY AIRPORT DIRECTOR—INFORMATION TECHNOLOGY & INNOVATION (IT DIRECTOR),** you will have the opportunity to shape the direction and success of technology innovation, including improved services, infrastructure, and outcomes and be a key member of the Airport's leadership team driving innovation and excellence. Reporting to the Airport Director, you will oversee 19 staff and an approximate budget of \$9.3 million. This is a period of dynamic change and growth in the Airport's infrastructure. As the leader of the Technology Services Division, you will oversee a range of exciting projects and initiatives that will develop information systems and infrastructure to support the business needs of the Airport into the future.

The ideal candidate must have experience working in an airport setting as well as live and breathe innovation. The ability to provide strategic leadership, change management oversight, and alignment between IT solutions and business needs is critical to the success of this role. You will need strong systems administration and airport experience, along with a desire to build upon your current skills and capabilities to meet the ever-changing needs of the Airport. You will champion a dynamic work environment and be a part of a great management team that strives to develop staff and encourage new ideas and solutions to long-standing challenges. The successful candidate will understand how data can drive decision-making and will have the ability to utilize key performance metrics to measure the success of operations. If you are someone who likes to push against the status quo and thrives on developing unique ideas, then this may be the perfect role for you!

## THE IDEAL CANDIDATE WILL ALSO BE...

- ▶ A relationship and consensus builder and connector.
- ▶ Highly ethical.
- ▶ Customer-service oriented.
- ▶ Innovative and flexible.
- ▶ Outcome driven.
- ▶ A strategic problem-solver.
- ▶ Polished and professional.
- ▶ Confident yet humble.
- ▶ Highly knowledgeable about an airport security environment.



# MINIMUM QUALIFICATIONS

## DESIRED

- ▶ Six years managing complex, multi-disciplinary Information Technology teams providing a diverse array of IT solutions (hardware, software, networks, cybersecurity, systems integration, and project management) in a senior leadership role with substantial decision-making
- ▶ At least two of supervisory experience
- ▶ Experience working with multiple stakeholders (e.g. maintenance, OCIT, electrical, airlines, concessions, physical and technical security agencies)
- ▶ At least two years of airport/aviation specific experience (including IT support for CUPPS, baggage handling systems, ticketing systems, PCI Compliance, parking systems, building automation, physical security, and/or networks)

## REQUIRED LICENSES

- ▶ Valid California Driver's License, Class C or higher, by date of appointment
- ▶ Valid Airport Access Badge, contingent upon Criminal History Check, and Security and Threat Assessment, with an Airport Driving Endorsement within ten (10) days of employment



## UPCOMING PROJECTS, CHALLENGES, & OPPORTUNITIES

- ▶ **BUILDING** a brand-new IT Division, including the development of a vision and mission that connects airport operations to business needs
- ▶ **GUIDING** the JWA utility plant through an IT-system upgrade
- ▶ **DEVELOPING** and **IMPLEMENTING** a multi-year technology strategy for the Airport
- ▶ **LEADING** the replacement and modernization of the CUPPS and Parking Access Revenue Control Systems (PARCS)

# SALARY+BENEFITS

**An annual salary of \$149,885–\$207,584 DOE/DOQ.**

In addition to the **County's standard suite of benefits**—such as a variety of health plan options, sick and vacation time, and paid holidays—we also offer an excellent array of benefits such as:

**RETIREMENT:** Benefits are provided through the Orange County Employees' Retirement System (OCERS).

**PAID LEAVE:** 12 holidays per year plus sick and vacation time

**HEALTH & DEPENDENT CARE REIMBURSEMENT ACCOUNTS**

**DENTAL INSURANCE:** County pays 100% of employee and dependent premiums

**PAID LIFE INSURANCE:** \$100,000 policy

**PAID ACCIDENTAL & DEATH AND DISMEMBERMENT INSURANCE:** \$100,000 policy

**PAID SHORT- & LONG-TERM DISABILITY INSURANCE**

**457 DEFINED CONTRIBUTION PROGRAM**



## HOW TO APPLY

For consideration, apply by **MARCH 21** by completing a short-form application and attaching your cover letter and resume to:

**COUNTY OF ORANGE CAREERS**

### INTERVIEW INFORMATION

Interviews will take place in early to mid-April.

Please contact Carmen Golding-Martinez, with any questions:

**cgolding-martinez@ocair.com**  
**949.252.5177**

**VETERANS EMPLOYMENT PREFERENCE:** The County is committed to providing a mechanism to give preferential consideration in the employment process to veterans and their eligible spouses and will provide eligible participants the opportunity to receive interviews in the selection process for employment and paid internship openings.