

AIOC Airport Systems Coordinator

1844 Senior Management Assistant

Working at SFO

San Francisco International Airport (SFO), an enterprise department of the City and County of San Francisco (CCSF), has approximately 1,700 CCSF employees and strives to be a [diverse, equitable, and inclusive employer](#). Our core values are **Safety and Security, Teamwork, Excellence, Care, and Equity**. Visit www.flysfo.com



AIOC Airport Systems Coordinator

You will be part of a collaborative team responsible for managing airport operations within the Airport Integrated Operations Center (AIOC). The AIOC will be our 24/7 guest centric nerve center with end-to-end visibility through a common operating picture. The AIOC will be staffed with skilled teams and decision makers that set the Daily Operations Plan, mitigate pain points and share information to promote healthy airport operations. The AIOC will be more than a room with innovative technology and skilled operators; it is a mindset that drives our day-to-day operation to create a seamless and responsive travel experience for everyone. The AIOC will create an extraordinary guest experience through centralized operational control - enabling informed, data-driven decisions and managing all reported issues with care, while working in collaboration to provide a safe, secure, and seamless guest experience.

You are a highly motivated individual looking to serve as an Airport Systems Coordinator in the AIOC to bolster the organization's objective to enhance, advance, and drive all operational activities at SFO to improve the guest experience. Under direction from the Current Operations Team Leader and in alignment with contractual obligations, you will manage all systems-related activities from within the AIOC. This includes ensuring continuous and uninterrupted provision of SFO systems by monitoring each service, system or device, and coordinating needed personnel from specialty areas, vendors, or shops to respond or act as needed to support the operation. You are also responsible for monitoring systems work orders and collaborating with the Current Operations Section to reprioritize as needed, managing all system disruptions, and collaborating across teams in the AIOC to respond to operational events. You will work closely with the Maintenance Coordinator when needing to collaborate with SFO personnel/trades and will coordinate and implement responses from Subject Matter Experts while serving as a resource for systems when resolving issues with AIOC and other SFO personnel.

You are an integrated member of the AIOC and are expected to partner collaboratively with all AIOC personnel in addition to SFO Terminal Systems team members and other relevant SFO personnel and contractors to monitor and manage operations, avoid and address problems, generate innovative ideas, and share information across SFO teams.

You are excited about this opportunity because you will:

- Monitor system health for all SFO systems including Passenger Processing Systems (kiosks, bag drops, common use terminal equipment, boarding counters, biometrics, printers etc.), Baggage Handling Systems, Airport Management System (AMS), Passenger Boarding



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Bridges, Advanced Visual Docking Guidance System (AVDGS), triturators, automated security lanes, information displays, and other relevant airport systems.

- Coordinate response to SFO system outages with the appropriate terminal contractors and SFO trades.
- Monitor, prioritize, and influence completion of SFO systems work orders conducted by SFO and contract personnel based on operational conditions and priorities.
- Monitor and communicate SFO systems availability to the AIOC and the broader SFO stakeholder community as necessary.
- Collaborate with Subject Matter Experts while serving as a resource on SFO systems when partnering with other AIOC personnel to identify operational issues, generate and coordinate actionable solutions, and see the solution through to completion.
- Evaluate existing system health and operational statuses or issues to develop and coordinate contingency procedures as necessary with AIOC personnel to prepare for and support future operational periods.
- Develop and complete forms and reports to provide information on systems operations.
- Serve as the conduit between operational teams in the terminal and the AIOC on issues relating to SFO systems; communicate, collaborate, and coordinate to resolve issues and provide guidance.
- Communicate pertinent information between the AIOC, SFO Terminal Systems personnel, and contracted personnel in close collaboration with the full AIOC Current Operations Section.
- Perform other functions outlined in the 1844 – Senior Management Assistant job classification.

What you'll possess:

- Ability to stay poised under pressure and maintain excellent quality work while working on multiple concurrent initiatives.
- Experience working operationally on airport terminal systems and Computerized Maintenance Management Systems (CMMS).
- Experience working in a control center, including operations control and/or systems control.
- Ability to work effectively and courteously while collaborating alongside multiple different roles.
- Strong problem-solving skills, and the ability to think outside-of-the-box to generate actionable, innovative solutions.
- Ability to use appropriate information-gathering techniques, analyze information, select the best solution, and communicate that solution to a diverse group of stakeholders (problem solving).

Location: San Francisco International Airport – Airport Integrated Operations Center. This position will be required to work onsite full-time.

Working Hours: Full-time, 40 hours per week. Shift times will vary and employees must be able to work day, swing or night shifts as needed, which may include weekends and holidays.

Transportation Security Administration (TSA) Security Clearance: Candidates for employment with the San Francisco Airport Commission are required to undergo a criminal history record check, including FBI fingerprints, and Security Threat Assessment to determine eligibility for security clearance and may be required to undergo drug/alcohol screening. Per Civil Service Commission Rule Section 110.9.1, every applicant for an examination must possess and maintain the qualifications required by law and by the examination announcement for the examination. Failure to obtain and maintain security clearance may be the basis for termination of employment with the Airport Commission.