

As the Enterprise Business Innovations and Analytics Director IT, you will oversee the implementation and operation of enterprise business solutions for web, mobile, social, digital content, customer relationship management (CRM), and business intelligence (BI) applications into the Airports Authority's IT infrastructure.

JOB DESCRIPTION

- Enterprise Business Innovations and Analytics Director IT
- Works under the general supervision of Deputy Chief Information Officer Enterprise Architecture and Business Innovations.
- Serves in the Office of Technology at the Headquarters Office.

Directly, or through subordinate staff, implements enterprise business solutions and develops policies for their use to meet interactive and digital needs of employees, passengers, tenants, and Dulles Toll Road users and generate digital revenue growth. Performs related functions.

GENERAL RESPONSIBILITIES

- Manages a team of contractor and Airports Authority IT personnel and Enterprise Business partners in the development, implementation and operation of enterprise solutions.
- Implements and operates customer relationship management (CRM) models for applicability to Airports Authority customers, tenants, and users.
- Creates solutions by developing profiles of the target audience's mobile behaviors and media consumption habits to develop relationships with companies seeking to engage with them.
- Leads the implementation strategy, technical implementation specification, and development of insight-driven digital strategies and targeted multi-channel, web, intranet, mobile, digital signage, CRM, wayfinding, survey, IoT/sensors/beacon, geographic information system (GIS), data warehousing, and business intelligence platforms for customers and internal stakeholders.
- Creates fully scalable technology infrastructure plans and business solutions in multiple channels (e.g. web, kiosks). Directs an advanced analytics (predictive analytics, prospective decision intelligence, and receptive and perceptive intelligence) program to provide business intelligence across the various channels through data integration, data warehousing, mining and/or federation.
- Works closely with other staff and vendors to integrate IoT/sensor capabilities into Airports Authority's relationships with employees, airlines, tenants, and others for product and time tracking, item identification, document management, and marketing.
- Works with the Office of Technology to integrate Near Field Communication (NFC) and Radio-Frequency Identification (RFID) to enable customers and users to have Personal Area Networks (PANs) while at the Airports and on the Dulles Toll Road.
- Serves as a member of the IT governance group that selects, controls, and evaluates technology investments.
- Reviews products for introduction, creating a business case and reviewing best practices.
- Provides ongoing evaluation of approved investments for return on assets, return on investment and internal rate of return for the Airports Authority.

- Stays abreast of IT issues and advances to identify and advise the Airports Authority management on current and future applications for enterprise solutions and applications.
- Performs other duties as assigned.

QUALIFICATIONS

- Nine years of progressively responsible IT experience including:
 - cloud computing, modeling and provisioning, and software as a service (SaaS);
 - enterprise technology solutions and platforms such as HTML5, Cascading Style Sheet (CSS), JavaScript (Angular, and Node.JS), SharePoint, .NET, Java, and DRUPAL;
 - program management of enterprise technology solutions including Intranet applications and internal business applications; and
 - managing the domains of data and business analytics, location intelligence, and indoor and outdoor mapping platforms (GIS).

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of supervisory principles and ability to manage the operations and programs of the unit/team.
 2. Knowledge of web languages and structures, such as HTML5 and CSS3, and their mobile platform constraints and ability to apply them to plan appropriate strategies and provide strategic direction to developers.
 3. Knowledge of web portals; digital content strategy; social tools; CRM; monetization; location and business intelligence; data warehousing; extract, transform, and load (ETL) tools; and Visual analytics/data mining tools to be able to create consumer-centric digital insights on issues important to customers and tenants.
 4. Knowledge of the technical applications of enterprise mobile application development, mobile tracking, and campaign reporting and their applicability in public venues to have ability to integrate them into business solutions, marketing opportunities, revenue streams, and corporate process improvements.
 5. Implementation experience of mobile apps for iOS and Android deployed at Apple iTunes and Google Play stores along with its release management and upgrade processes.
 6. Skill in managing and administering multiple, major projects concurrently, ensuring coordination and integration among related efforts, and large-scale planning and scheduling.
 7. Skill in taking care of all aspects of system operation during production and following all of IT and enterprise policies and procedures.
 8. Skill in negotiation with customers and stakeholders to obtain best price, delivery and other terms in software service modeling.
 9. Ability to perform complex analyses of data and information and make recommendations.
- Skill in cloud computing and provisioning including software as a service (SaaS), Infrastructure as a Service (IaaS – prefer hands on AWS and Heroku) and Platform as a Service (PaaS – prefer hands on Informatica, Google and Ionic).
 - Ability to speak and write effectively.

PREFERRED QUALIFICATIONS

- Full life cycle implementation experience of IoT/sensors/beacon.
- Experience with responsive design, graceful application disaster recovery and full scale business continuity of operations
- Experience in developing applications using artificial intelligence, machine learning, cognitive computing and bots.

EDUCATION

- A Bachelor's Degree in Computer Science, Information Technology, or related field, or an equivalent combination of education, experience and training that total four years.
- A fully equivalent combination of education and training beyond what is needed to satisfy the education requirement may be used to substitute for up to two of the nine years of experience. For example, a Master's Degree may substitute for two years of experience.

CERTIFICATIONS AND LICENSES REQUIRED

- A state driver's license in good standing.
- Project Management Professional (PMP) Certification or Program Management (PgMP) Certification.
- The Open Group Architecture Framework (TOGAF) Level – 1 and Level – 2 Certifications.

NECESSARY SPECIAL FACTORS

- Work is typically reviewed in progress and upon completion for quantity, quality, timeliness, teamwork, customer service, and other factors.
- Is subject to hold over and recall on a 24-hour basis for essential services and emergencies.
- Supports the after-hours system operation.