



City of Phoenix

Baggage Handling Systems Supervisor

Job Code:	74520	Job Function:	Information Systems
Salary Plan:	001	Grade:	064
FLSA:	Exempt	Labor Assign:	ASPTEA
Benefit Cat:	007	EEO-4:	Professionals
SOC:	49-1011.00	Last Revision:	March 2024

This description shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty as the examples of typical functions of the classification. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.

DEFINITION:

The fundamental reason this classification exists is to oversee, manage, and provide expert support for all information technology activities associated with the baggage handling systems (BHS) within the Aviation Department. This role is integral to ensure the efficient operation, maintenance, and enhancement of both computerized and networked systems and applications related to baggage handling. The incumbent is entrusted with significant autonomy in delivering technical support, while working under general supervision. This includes forecasting and planning for the future needs of BHS systems, ensuring their continued functionality and alignment with evolving technological requirements. Additionally, the position plays a crucial role in ensuring full compliance with Transportation Security Administration's (TSA) Passenger Screening Device System (PGDS) regulations and guidelines, upholding the highest standards of security, performance, and regulatory adherence in all related operations.

SUPERVISION RECEIVED/GIVEN:

Supervision is received from an Aviation Superintendent, or other supervisor.
Supervision is exercised over Baggage Handling Systems Foreman classification and Baggage Handling Systems Specialist.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only):

- Supervises and coordinates the work of professional, technical, and nontechnical staff in baggage handling systems
- Prepares preliminary and long-range plans, estimates, and budgets
- Works closely with vendors and contractors to ensure equipment and services procured and installed meet requirements and specifications in baggage handling systems and TSA regulations
- Works with department representatives to develop cost effective solutions that meet operational requirements
- Advises department in technical hardware/software matters as defined above
- Analyzes, documents, and assists in publishing and maintaining administrative and system standards in conformance with baggage handling industry standards
- Reviews projects for conformance to established administrative, technical system, and operations standards



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- Reviews proposed equipment and software proposals to determine the relative cost/benefit
- Investigate and resolve escalated customer complaints related to baggage handling systems
- Oversee contractor performance and ensure compliance through regular audits and evaluations
- Collaborate effectively with AVN stakeholders
- Effectively manage multiple tasks, schedules, and priorities to ensure seamless and uninterrupted baggage handling operations
- Demonstrated leadership in managing a team of technicians by assigning tasks, setting priorities, and maintaining high levels of productivity and operational efficiency.
- Prepare comprehensive reports and presentations for leadership to support informed decision-making and strategic planning
- Ensure compliance with City procedures, departmental Standard Operating Procedures (SOPs), Federal Aviation Administration (FAA) safety regulations, TSA's security requirements, and Planning Guidelines and Design Standards (PGDS)
- Provide technical guidance and support to employees and contractors involved in the operation, maintenance, and software/hardware support of automated baggage handling systems within airport terminals
- Collaborate with design and construction teams on BHS capital improvement projects, including reviewing blueprints, drawings, and schematics for proposed system upgrades or replacements
- Conduct comprehensive audits of baggage handling systems to ensure operational efficiency and compliance with performance standards
- Develop and manage the section's operating budget, recommend capital improvement projects, oversee preventive maintenance programs, and perform facility inspections to ensure optimal performance and compliance

REQUIRED KNOWLEDGE AND ABILITIES:

Knowledge of:

- Rules and regulations affecting airport operations, control, safety, and security
- Supervisory practices and personnel administration
- City building code requirements
- Airport maintenance requirements and necessary supplies, materials, and equipment
- Knowledge and experience in the operation and maintenance of mechanical, electrical, and control systems used in baggage handling systems
- Knowledge of automated systems, Data Archival Systems, Graphics Servers, PLCs, and other integrated devices within the BHS network
- Ability to quickly identify and diagnose technical issues within the BHS, apply analytical thinking, and develop solutions that minimize system downtime
- OSHA, Environmental and A.R. 2.96 (Driving) standards



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Ability to:

- Manage team of technicians and professionals, including assigning tasks, setting priorities, and ensuring the team's productivity and efficiency
- Plan for and act appropriately in emergency situations
- Manage multiple tasks, schedules, and priorities, ensuring smooth and uninterrupted baggage handling operations
- Clearly communicate system issues, repair needs, and other relevant information to airport operations staff, vendors, and the maintenance team
- Rules and regulations affecting airport operations, control, safety, and security
- Communicate orally in the English language with individuals in a face-to-face, one-on-one or group setting, or by using the telephone
- Produce documents written in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar
- Observe, compare, or monitor data, objects, or people's behavior to determine compliance with prescribed operating and safety standards
- Work cooperatively with other City employees and the public
- Interpret blueprints and project layouts
- Work safely without presenting a direct threat to self or others

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage

ACCEPTABLE EXPERIENCE AND TRAINING

Two years of professional level experience providing technical support for baggage or parcel handling systems, plus one year working in a large-scale environment supervising highly technical staff, and a bachelor's degree in computer science, math, electronic systems engineering or a related technical field; or four years of technical experience in baggage or parcel handling systems, plus a bachelor's degree in electrical, electronics, or related field. Other combinations of experience and education that meet the minimum qualifications may be substituted.