

Virtual Jacksonville ARTCC

Facility Administrative Policy



Document Number: ZJX-1000

Version: 1-3

Effective Date: 4/21/2022

SUBJ: Facility Administrative Policy

This handbook establishes the formal rules, regulations, procedures, and guidelines which govern all members operating within the Virtual Jacksonville ARTCC (ZJX). This document is considered a supplement to any VATSIM and VATSIM United States (VATUSA) policies, procedures, and documents. This document cancels all previous publications and policies and remains in effect until canceled VATSIM, VATUSA, or a subsequent publication of the administrative policy. This document's updates and modifications are published after the appropriate approval process and announcement to the Virtual Jacksonville ARTCC. The ATM, DATM, or their designee(s) will complete all updates and changes to this document.

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Explanation of Changes

- | | | |
|----|--------------------------------------|-----------------|
| a. | 1-1. Updated Release from ZJX.1000.D | Date: 4/1/2022 |
| b. | 1-2. Changed Hour Requirement | Date: 4/19/2022 |
| c. | 1-3 Update 2.3 Event Procedures | Date: 4/21/2022 |

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Chapter 1: ARTCC Organization

1.1 VATSIM

- a. The VATSIM (Virtual Air Traffic Simulation) network is an online community created for flight simulation enthusiasts and air traffic control enthusiasts.
- b. The VATSIM Board of Governors and Executive Directors have governing power of the network and the organization.
- c. The VATSIM Founders have ownership rights and operations privileges over the VATSIM network.
- d. All ZJX policies shall comply with the VATSIM Code of Conduct, VATSIM Code of Regulations, User Agreement, and all VATSIM policies.

1.2 VATUSA

- a. VATUSA (VATSIM United States) is a division of VATSIM Americas region.
- b. VATUSA policies govern the day-to-day operation of the United States airspace and associated air traffic facilities
- c. All ZJX policies shall be compliant with all VATUSA policies

1.3 Virtual Jacksonville ARTCC

1-3-1 Designated Airspace

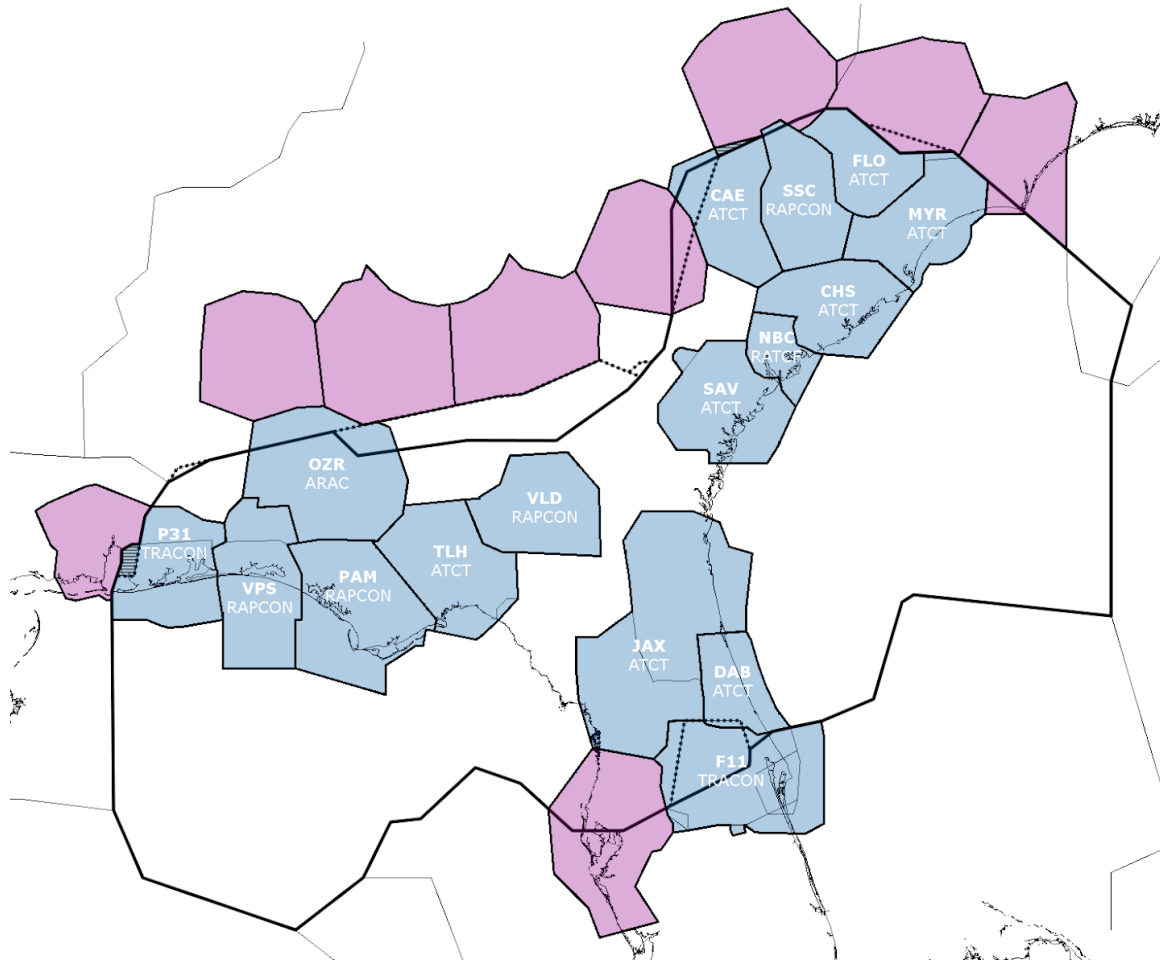
- a. Per the VATSIM Global Rating Policy (GRP), ZJX has the following airspace designated as a Major Airport:
 - a. Orlando International Airport (KMCO) ATCT
 - b. F11 TRACON
- b. Per the VATSIM Global Rating Policy, Jacksonville Center (ZJX) shall not require additional endorsements beyond the F11 TRACON.
- c. Minor Facilities
 - a. Are defined as any airport **not** specified as a major airport in the ZJX airspace.
 - b. The following table lists the minor facilities.

Facility Name	Operating Type	ID	Location
Cairns ARAC	ARAC	KOZR	Fort Rucker/Ozark, AL
Albany Tower	ATCT	KABY	Albany, GA
Beaufort Tower	ATCT	KNBC	Beaufort, SC
Cairns Tower	ATCT	KOZR	Fort Rucker/Ozark, AL

Cape Tower	ATCT	KXMR	Cocoa Beach, FL
Cecil Tower	ATCT	KVQQ	Jacksonville, FL
Choctaw Tower	ATCT	KNFJ	Milton, FL
Craig Tower	ATCT	KCRG	Jacksonville, FL
Destin Tower	ATCT	KDTS	Destin, FL
Dothan Tower	ATCT	KDHN	Dothan, AL
Duke Tower	ATCT	KEGI	Crestview, FL
Eglin Tower	ATCT	KVPS	Valparaiso/Destin-Fort Walton Beach, FL
Flagler Tower	ATCT	KFIN	Palm Coast, FL
Gainesville Tower	ATCT	KGNV	Gainesville, FL
Heart of Georgia Tower	ATCT	KEZM	Eastman, GA
Hilton Head Tower	ATCT	KHXD	Hilton Head Island, SC
Hulburt Tower	ATCT	KHRT	Mary Esther, FL
Hunter Tower	ATCT	KSVN	Savannah, GA
Kissimmee Tower	ATCT	KISM	Orlando, FL
Lake City Tower	ATCT	KLCQ	Lake City, FL
Leesburg Tower	ATCT	KLEE	Leesburg, FL
Mc Entire Tower	ATCT	KMMT	Eastover, SC
Melbourne Tower	ATCT	KMLB	Melbourne, FL
Moody Tower	ATCT	KVAD	Valdosta, GA
NASA Tower	ATCT	KTTS	Titusville, FL
Navy Jacksonville Tower	ATCT	KNIP	Jacksonville, FL
Navy Mayport Tower	ATCT	KNRB	Mayport, FL
New Smyrna Beach Tower	ATCT	KEVB	New Smyrna Beach, FL
North Whiting Tower	ATCT	KNSE	Milton, FL
Ocala Tower	ATCT	KOCF	Ocala, FL
Ormond Beach Tower	ATCT	KOMN	Ormond Beach, FL
Panama City Tower	ATCT	KECP	Panama City, FL
Patrick Tower	ATCT	KCOF	Cocoa Beach, FL
Sanford Tower	ATCT	KSFB	Sanford, FL
Shaw Tower	ATCT	KSSC	Sumter, SC

Sherman Tower	ATCT	KNPA	Pensacola, FL
South Whiting Tower	ATCT	KNDZ	Milton, FL
Space Coast Tower	ATCT	KTIX	Titusville, FL
St. Augustine Tower	ATCT	KSGJ	St. Augustine, FL
Strand Tower	ATCT	KCRE	North Myrtle Beach, FL
Troy Tower	ATCT	KTOI	Troy, AL
Tyndall Tower	ATCT	KPAM	Panama City, FL
Valdosta Tower	ATCT	KVLD	Valdosta, GA
Whitehouse Tower	ATCT	KNEN	Jacksonville, FL
Wright Tower	ATCT	KLHW	Fort Stewart, GA
Orlando Executive Tower	ATCT	KORL	Orlando, FL
Pensacola Tower	ATCT	KPNS	Pensacola, FL
Charleston Tower	ATCT/TRACON	KCHS	Charleston, SC
Columbia Tower	ATCT/TRACON	KCAE	West Columbia, SC
Daytona Beach Tower	ATCT/TRACON	KDAB	Daytona Beach, FL
Florence Tower	ATCT/TRACON	KFLO	Florence, SC
Jacksonville Tower	ATCT/TRACON	KJAX	Jacksonville, FL
Myrtle Beach Tower	ATCT/TRACON	KMYR	Myrtle Beach, FL
Savannah Tower	ATCT/TRACON	KSAV	Savannah, GA
Tallahassee Tower	ATCT/TRACON	KTLH	Tallahassee, FL
Beaufort RAPCON	RAPCON	KNBC	Beaufort, SC
Eglin RAPCON	RAPCON	KVPS	Valparaiso/Destin-Fort Walton Beach, FL
Shaw RAPCON	RAPCON	KSSC	Sumter, SC
Tyndall RAPCON	RAPCON	KPAM	Panama City, FL
Valdosta RAPCON	RAPCON	KVLD	Valdosta, GA
Pensacola TRACON	TRACON	P31	Pensacola, FL

1.3.2 Airspace Diagram



Chapter 2: General Policies

2.1 Internal Communications

- a. All Virtual Jacksonville ARTCC members must maintain a working email address for communication.
 - a. The email address provided to the Jacksonville ARTCC must be the same as the one used for VATSIM and VATUSA profiles.
 - b. We strongly discourage using legacy email addresses such as AOL or Hotmail as these tend to be rejected by our server and flag emails for ZJX.
- b. Any member or visitor controlling the Jacksonville ARTCC airspace on the VATSIM network is strongly encouraged to use discord to allow for better coordination with other controllers.

2.2 Member Conduct

2.2.1 General

- a. Members and visitors must comply with VATSIM's Code of Conduct at all times while holding a membership with the Jacksonville ARTCC. In addition to the Code of Conduct, members must comply with the additional policies below.
- b. The Jacksonville ARTCC Discord server and website use is a privilege, not a right. Violation of any policies via these means of communication will result in disciplinary action.

2.2.2 Discord Server

- a. Manners
 - a. All users shall always be courteous. No rude behavior, rude comments, or vulgar language is allowed.
 - b. There is to be no harassment or abuse of any kind.
 - c. The first offense of this policy is a warning. Subsequent offenses will result in being kicked from the discord server and possible revocation of discord privileges
- b. Nicknames
 - a. All members and visitors must use their first and last names.
 - i. Examples: James Jones
 - b. Changing nicknames, claiming certifications you have not earned, or using aliases is not allowed
 - c. Members of the ARTCC staff shall include the initials of their position after their name.
 - i. Example: Steven Champ | AFE
- c. Discussion Topics

- a. Politics, religion, and other potentially contentious topics are permitted. Still, if any member or visitor asks you to change topics, you must comply or move your discussion to another channel.

2.2.3 Live Streaming

- a. Live streaming your online-controlling session is permitted and encouraged under the following conditions:
 - a. Everyone in the same discord channel as the live streaming person must have given explicit approval to be recorded or streamed.
 - b. No private or sensitive information shall be seen or heard.
 - c. The Controller shall be subject to the ZJX Code of Conduct.
 - d. If the Controller is advertising their stream in their controller info, everything said or shown during the live stream is also subject to VATSIM CoC, including any conversation had with the stream chat, on discord, etc.
- b. Should any ZJX Senior Staff member determine that the stream is violating the ZJX Live Streaming Conditions, the staff member may require the termination of the live stream and/or deletion of any archival footage. The member is required to comply with the staff members' requests.

2.3 Events

2.3.1 Position Signup

- a. All controllers shall sign up for event staffing via the events calendar under the events tab of the ZJX website.
- b. The events coordinator or their representative will release the initial position assignments no later than 24 hours prior to the start of the event.
 - a. Changes to the initial position assignments can be made at the discretion of the controller in charge (CIC) up to the start of the event.
 - b. Controllers unable to attend an event they signed up for shall withdraw from the position via the website no later than 24 hours prior to the start of the event.
 - i. If a controller needs to withdraw within 24 hours of the start of the event, the controller is required to contact (email, discord, etc) the event coordinator with the request and the reason for the late withdrawal.

2.3.2 Requirements

- a. Controllers signing up must be certified for the position they are signing up for.
 - a. Anticipated certification will not count as actual certification.
- b. Controllers with a Solo Endorsement may signup for an supporting (non-artcc) event.
 - a. Prior permission must be obtained from the Event Coordinator and the Training Administrator.

2.3.3 OTS/Checkouts

- a. OTS/Checkouts may be allowed but are not recommended during events.
 - a. The OTS/Checkout must be approved by the Training Administrator and the Events Coordinator.
 - b. All VATUSA requirements apply for the OTS/Checkout candidate and the instructor/mentor.

2.3.4 Disciplinary Action

- a. Failure to show up or cancel before 24 hours.
 - a. First Offense: Written warning.
 - b. Second Offense: Unable to sign up for an event for 14 days.
 - c. Third Offense: Required approval of the Event Coordinator and the Air Traffic Manager prior to signing up for an event.

2.4 Conflict Resolution

2.4.1 Entering Conflict Resolution

- a. Any controller is subject to the conflict resolution process for the following:
 - a. Violation of VATSIM, VATSIM Americas, or VATUSA Policy
 - b. Violation of any ZJX policy, regulation, or standard operating procedure.
 - c. Violation of the VATSIM or ZNY Code of Conduct.
 - d. Insubordination of any local, divisional, or network staff member.

2.4.2 Notification and Chain of Command

- a. Conflict resolution begins with a review by the DATM after receipt of the complaint at staff@zjxartcc.org or direct observation of offense.
- b. After review, the ATM and DATM shall determine the resolution.

2.4.3 Resolution

- a. Resolutions Jacksonville ARTCC may include, but are not limited to:
 - a. Loss of ZJX ARTCC Discord privileges
 - b. Loss of ZJX ARTCC Training privileges
 - c. Referral to another Air Traffic Manager, the Regional Manager, the VATUSA Division Conflict Resolution Manager, of the VATSIM Vice President of Conflict Resolution for further conflict resolution.

Chapter 3: Membership

3.1 Home Controller

3.1.1 Description

- a. A home controller is defined as a controller assigned to the VATUSA division, whose primary facility is ZJX.
- b. Home controllers must log more than half of their VATSIM network time on ZJX positions.

3.1.2 Activity Requirements

- a. Controllers must complete two (2) hours of approved activity every month.
- b. The following are approved activities:
 - a. Log a session on VATSIM on a ZJX position
 - b. Conduct a training session
 - c. Attend a training session.
- c. Controllers not having received the rating of S1 who are actively awaiting a trainer assignment are excluded from the activity requirement for that month.

3.2 Visiting Controller

3.2.1 Description

- a. A visiting controller is defined as a controller assigned to the VATUSA division, whose primary facility is not ZJX.

3.2.2 Activity Requirements

- a. Controllers must complete two (2) hours of approved activity every month.
- b. The following are approved activities:
 - a. Log a session on VATSIM on a ZJX position
 - b. Conduct a training session
 - c. Attend a training session.
- c. A controller who has not completed a GRP checkout and is actively awaiting a trainer assignment is not required to meet the activity requirement for that month.

3.3 Controller Applications

3.3.1 General Policies

- a. All applications are subject to the VATSIM Visiting and Transfer Policy

3.3.2 Transferring Controllers

- a. Controllers wishing to transfer to ZJX from another VATUSA facility shall complete their request via the VATUSA website.
- b. Controllers wishing to transfer to ZJX from outside the VATUSA must first transfer to VATUSA using a region transfer from the VATSIM website.
- c. The ZJX Senior Staff reserves the right to deny or refuse any transfer controllers request for transfer that does not adhere to the VATSIM and VATUSA Visiting and Transfer Policy.

3.3.3 Visiting Controllers

- a. Visiting controllers wishing to visit ZJX shall fill out the appropriate visiting controller application on the ZJX website.
- b. Visiting controllers from outside VATUSA will need to provide a letter of recommendation from their home divisions staff containing at least the following:
 - a. The visitors' current VATSIM rating.
 - b. The date of the visitors' last rating change.
 - c. The date of the last FIR, Division, or Region transfer
- c. The ZJX Senior staff reserves the right to refuse visiting controller requests that do not adhere to the VATSIM and VATUSA Visiting and Transfer Policy.
- d. Applicants that meet the requirements outlined in the previous policies are subject to Global Rating Policy exams to demonstrate GRP competency.
 - a. Applicants are required to pass all competency exams.
 - b. The VATUSA academy website will host all written GRP exams.
 - c. Applicants who fail any portion of the competency assessments will be notified via email and rejected as visiting controllers. Applicants may reapply as a visitor 60 days after the last attempt.
 - d. Visiting controller applicants will be denied without notice for the repeated failure of the GRP exams.

3.4 Leave of Absence

- a. Eligibility for an LOA:
 - a. Active Controller at the time of the request.
 - b. No active training request.
- b. An eligible controller may request an LOA via email to staff@zjxartcc.org.
- c. The maximum time for an LOA is 30 days.
- d. A controller may request an additional LOA request before the expiration of the current LOA.
- e. Once the LOA has expired, the Controller has one calendar month to complete the activity requirements.

- f. A controller can not request more than one (1) extension.
- g. Approval of LOA requests shall be at the discretion of the ATM or their designee.

3.5 Termination as Controller

- a. Controllers who do not meet the outlined controller requirements are subject to termination as a controller.
- b. The Controller will receive no notice for inactivity.

3.6 Reinstatement

- a. Terminated within the last (6) months
 - a. The approving staff member will award the Controller's major certifications.
- b. Terminated over six (6) months
 - a. No major certification reinstatement.
 - b. They will be required to undergo remedial training for their major certifications or re-complete a major position checkout.
 - c. If the Controller chooses the major position checkout and does not pass the checkout, the Controller will be required to wait 30 days before requesting a second checkout.
 - d. Repeated failure of the major checkout may result in the Controller denied further checkouts until the Controller completes major remedial training.

Chapter 4: Online Behavior

4.1 Controller Callsigns

4.1.1 Jacksonville ARTCC Observers

- a. Observers on the VATSIM network, who are members of the Jacksonville ARTCC, shall sign-on using the following format:
 - a. ZJX_XX_OBS where "XX" is the assigned operating initials. The Jacksonville ARTCC website automatically gives operating initials.

4.1.2 Jacksonville ARTCC Staff

- a. ZJX_ATM for the Jacksonville ARTCC Air Traffic Manager.
- b. ZJX_DATM for the Jacksonville ARTCC Deputy Air Traffic Manager.
- c. ZJX_TA for the Jacksonville ARTCC Training Administrator.
- d. ZJX_ATA for the Jacksonville ARTCC Assistant Training Administrator.
- e. ZJX_EC for the Jacksonville ARTCC Event Coordinator.
- f. ZJX_AEC for the Jacksonville ARTCC Assistant Event Coordinator.
- g. ZJX_FE for the Jacksonville ARTCC Facility Engineer.
- h. ZJX_AFE for the Jacksonville ARTCC Assistance Facility Engineer.
- i. ZJX_TMU for the Jacksonville ARTCC TMU.
 - a. Only to be used during ZJX events, VATUSA events, or when authorized by the Jacksonville Air Traffic Manager.
- j. The ZJX Webmaster shall use their appropriate normal facility observer callsign.

4.1.3 Jacksonville ARTCC Training Staff

- a. ZJX_XX_MTR for Mentors where "XX" are the assigned operating initials.
- b. ZJX_XX_INS for Instructors where "XX" are the assigned operating initials.

4.1.4 Operational Position Call Signs

- a. Operational position call signs are found in the facility's standard operating procedures.
- b. As directed by the VATSIM Code of Conduct (CoC), the operation callsign is the last three letters of the ICAO code.

4.1.5 Improper Use of Callsign

- a. Improper use of a callsign is grounds for disconnection, supervisor notification, or disciplinary action.

4.2 Radar Client Usage

- a. VRC, vSTARS, and vERAM are the preferred radar clients in ZJX.
- b. Controllers are responsible for setting up and understanding the requirements to use their preferred software.
- c. A controller shall not modify the official Jacksonville ARTCC facility files.
 - a. Permission always has to be obtained to use sector data for other purposes.
 - b. Do not distribute your modifications to other controllers.
- d. VATSIM directs that controllers set their radar visibility range as follows:
 - a. Observer- 300nm or less
 - b. Clearance Delivery or Ground- 20nm or less
 - c. Tower- 50nm or less
 - d. Departure/Approach- 150nm or less.
 - e. Center- 250nm to 400nm, as needed.

4.3 Controller Feedback

- a. No home controller or visiting controller shall leave feedback for another member of Jacksonville ARTCC through the online feedback form. The feedback form is only for pilots who are not members of ZJX.
- b. No Jacksonville ARTCC member shall solicit positive or negative feedback for him or herself or any other ZJX controller. The only allowed means of encouraging pilots to leave feedback for Jacksonville ARTCC controllers is by including a link to the Jacksonville ARTCC website in their controller information
 - a. If a pilot requests a link for feedback while the Controller is on frequency, the Controller can send the link by either typing the website name or using the ".fb" alias command.

Chapter 5: Jacksonville ARTCC Staff

5.1 ARTCC Staff

5.1.1 Group Description and Role

- a. ARTCC staff manage the daily operations and lead the agenda of ZJX. They are also the primary contact for affairs related to their functional area.
- b. Members of this group are the key stewards of the ARTCC and can represent the ARTCC in negotiations with other facilities.
- c. When the duties of a staff position appear to be unclear, the Air Traffic Manager shall provide the appropriate definition.
- d. ARTCC staff shall meet monthly to review ARTCC policies, SOPS, goals, and opportunities.

5.1.2 Air Traffic Manager (ATM)

- a. The ATM's responsibilities shall include:
 1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Attending staff meetings.
 3. Ensuring members comply with ZJX, VATUSA, and VATSIM policies.
 4. Directing the operations of ZJX.
 5. Establishing the mission, goals, and vision of ZJX.
 6. Hiring and managing ARTCC staff.
 7. Managing the ARTCC roster.
 8. Drafting, approving, and implementing ZJX standard operating procedures, letters of agreement, and other policies.
 9. Overseeing the conflict resolution process of ZJX members.
 10. Negotiating on behalf of ZJX.
 11. All other responsibilities which help to accomplish the mission, goals, and vision of ZJX.
- b. The ATM will report to and serve at the discretion of the VATUSA Southern Regional Air Traffic Director.
- c. The ATM shall have met the following requirements before their appointment:
 1. Hold a Controller 1 (C1) rating or above.
 2. Possess a high degree of energy and commitment appropriate to the position's requirements.
 3. Have no significant disciplinary record.
 4. Have no history of unprofessional behavior.
 5. Be in good standing on the VATSIM network.

6. Be a home controller at the time of appointment.

5.1.3 Deputy Air Traffic Manager (DATM)

- a. The DATM's responsibilities shall include:
 1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Attending staff meetings.
 3. Ensuring members comply with ZJX, VATUSA, and VATSIM policies.
 4. Assisting the ATM in the management of ZJX.
 5. Overseeing daily ARTCC operations.
 6. Coordinating staff on projects.
 7. Fulfilling ATM responsibilities in the ATM's absence.
 8. Completing special projects as assigned by the ATM.
 9. All other responsibilities which help to accomplish the mission, goals, and vision of ZJX.
- b. The DATM will report to and serve at the discretion of the ATM.
- c. The DATM shall have met the following requirements before their appointment:
 1. Hold a Controller 1 (C1) rating or above.
 2. Possess a high degree of energy and commitment appropriate to the position's requirements.
 3. Have no significant disciplinary record.
 4. Have no history of unprofessional behavior.
 5. Be in good standing on the VATSIM network.
 6. Be a home controller at the time of appointment.

5.1.4 Training Administrator (TA)

- a. The TA's responsibilities shall include:
 1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Attending staff meetings.
 3. Developing, maintaining, updating, and managing the training program and related materials.
 4. Nominating and managing ZJX instructors and mentors.
 5. Approving exam results.
 6. Issuing ATC ratings for ZJX members.
 7. Ensuring members comply with ZJX, VATUSA, and VATSIM policies regarding controller competencies.
 8. All other responsibilities which help to accomplish the mission, goals, and vision of ZJX.
- b. The TA will report to and serve at the discretion of the ATM and the VATUSA Training Director.

- c. The TA shall have met the following requirements before their appointment:
 1. Hold a Controller 1 (C1) rating or above.
 2. Possess a high degree of energy and commitment appropriate to the position's requirements.
 3. Have no significant disciplinary record.
 4. Have no history of unprofessional behavior.
 5. Have a strong knowledge of the United States ATC system, VATSIM ATC system, and FAA Order 7110.65.
 6. Previously served as an instructor within VATUSA.
 7. Be in good standing on the VATSIM network.
 8. Be a home controller at the time of appointment.

5.1.5 Events Coordinator (EC)

- a. The EC's responsibilities shall include:
 1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Attending staff meetings.
 3. Ideating and executing ZJX events.
 4. Conducting event briefings.
 5. Developing event materials and resources.
 6. Coordinating with adjoining ARTCCs for events.
 7. Serving as a liaison for both virtual airlines and other ARTCCs.
 8. Marketing ZJX to the VATSIM community.
 9. All other responsibilities which help to accomplish the mission, goals, and vision of ZJX.
- b. The EC will report to the DATM and serve at the discretion of the ATM.
- c. The EC shall have met the following requirements before their appointment:
 1. Hold a Student 2 (S2) rating or above.
 2. Have knowledge of Photoshop or equivalent software.
 3. Have knowledge of marketing strategies.
 4. Have knowledge of event organization and management.
 5. Possess a high degree of energy and commitment appropriate to the requirements of the position.
 6. Have no significant disciplinary record.
 7. Have no history of unprofessional behavior.
 8. Be in good standing on the VATSIM network.
 9. Be a home controller at the time of appointment.

5.1.6 Facility Engineer (FE)

- a. The FE's responsibilities shall include:
 1. Maintaining an online presence within the facility and on the VATSIM network.

2. Attending staff meetings.
 3. Maintaining and updating sector files for all approved ATC client software, updating at least every other AIRAC cycle.
 4. Maintaining vATIS configuration files.
 5. Maintaining POF and alias files.
 6. Coordinating with adjacent ARTCCs as required, specifically relating to frequency issues.
 7. Ensuring established SOPs and LOAs are fully represented within sector files and other procedures.
 8. All other responsibilities which help to accomplish the mission, goals, and vision of ZJX.
- b. The FE will report to the DATM and serve at the discretion of the ATM.
 - c. The FE shall have met the following requirements before their appointment:
 1. Have knowledge of VRC, vSTARS, vERAM, and vATIS.
 2. Possess a high degree of energy and commitment appropriate to the position's requirements.
 3. Have no significant disciplinary record.
 4. Have no history of unprofessional behavior.
 5. Be in good standing on the VATSIM network.
 6. Be a home controller at the time of appointment.

5.1.7 Webmaster (WM)

- a. The WM's responsibilities shall include:
 1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Attending staff meetings.
 3. Overseeing development and maintenance of the ARTCC website.
 4. Overseeing the ARTCC's data services including email systems, data storage systems, etc.
 5. Developing and implementing policies for operation and maintenance of the ARTCC web and data systems.
 6. Serving as the technical adviser to ARTCC Staff.
 7. All other responsibilities which help to accomplish the mission, goals, and vision of ZJX.
- b. The WM will report to the DATM and serve at the discretion of the ATM.
- c. The WM shall have met the following requirements before their appointment:
 1. Knowledge of modern web programming languages and techniques, including: HTML, PHP, MySQL, Javascript, AJAX, and CSS.
 2. Familiarity with API usage.
 3. Knowledge of Discord server management.

4. Possess a high degree of energy and commitment appropriate to the position's requirements.
5. Have no significant disciplinary record.
6. Have no history of unprofessional behavior.
7. Be in good standing on the VATSIM network.
8. Be a home controller at the time of appointment.

5.1.8 Vacancy

- a. In a vacancy below the Air Traffic Manager position, the Air Traffic Manager shall assume or delegate the responsibility of the vacant staff position.
- b. In the event of a vacancy for the Air Traffic Manager position, the Southern Region Air Traffic Manager shall assume or delegate the role's responsibility.
- c. In a vacancy for the Air Traffic Manager and the Deputy Air Traffic Manager, the Southern Regional Air Traffic Manager shall assume responsibility for the roles.

5.1.9 Hierarchy

- a. Please refer to Appendix 3 for the ARTCC Staff Hierarchy Diagram.

5.1.10 Assistants

- a. The objective of assistants is to train and develop the next generation of ZJX leaders and add resources to the ARTCC Staff.
- b. The TA, EC, FE, and WM may appoint one assistant, subject to ATM and DATM approval.
- c. Assistants serve at the discretion of their manager, the ATM, and the DATM. Assistants may be removed from their position at any time by their manager, the ATM, or the DATM, with or without justification.

5.2 Training Staff

5.2.1 Group Description and Role

- a. ZJX's Training Staff develop the next generation of VATSIM controllers.
- b. Training Staff assists with the daily training of controllers, endorsement of ratings, and they ensure controllers are kept up-to-date with the latest FAA updates.
- c. When the duties of a training staff position appear to be unclear, the Training Administrator shall provide the appropriate definition.

5.2.2 Training Administrator (TA)

- a. Section 5.1.4 of this document contains the responsibilities of the Training Administrator.

5.2.3 Instructors (INS)

- a. The INSS' responsibilities shall include:
 1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Assisting the TA with developing the training policy, content, and syllabus for ZJX.

3. Ensuring students perform to VATUSA and ZJX's training standards.
 4. Administering over the shoulder (OTS) and written exams to ensure controller competency.
 5. Endorsing controller ratings.
 6. Representing ZJX at VATUSA training discussions.
 7. On-boarding new mentors and students.
 8. All other responsibilities which help to accomplish the mission, goals, and vision of ZJX.
- b. The INs will report to the TA and serve at the discretion of the TA and VATUSA Training Director.
- c. The INs shall have met the following requirements before their appointment:
1. Have held a Controller 1 (C1) rating for at least 30 days before the appointment.
 2. Previously served as an instructor or mentor in VATUSA.
 3. Have a strong knowledge of the United States ATC system, VATSIM ATC system, and FAA Order 7110.65.
 4. Possess excellent written and verbal skills.
 5. Have availability to conduct training sessions with students.
 6. Possess a high degree of energy and commitment appropriate to the position's requirements.
 7. Have no significant disciplinary record.
 8. Have no history of unprofessional behavior.
 9. Be in good standing on the VATSIM network.
 10. Be a home controller at the time of appointment.

5.2.4 Mentors (MTR)

- a. The MTRs' responsibilities shall include:
1. Maintaining an online presence within the facility and on the VATSIM network.
 2. Ensuring students perform to VATUSA and ZJX's training standards.
 3. Conducting training sessions with controllers.
 4. Recommending controllers for OTS exams.
 5. All other responsibilities which help to accomplish the mission, goals, and vision of ZJX.
- b. The MTRs will report to the TA and serve at the pleasure of the TA.
- c. The MTRs shall have met the following requirements before their appointment:
1. Have held a Student 2 (S2) rating for at least 90 days before the appointment.
 2. Have a strong knowledge of the United States ATC system, VATSIM ATC system, and FAA Order 7110.65.
 3. Possess excellent written and verbal skills.

4. Have availability to conduct training sessions with students.
5. Possess a high degree of energy and commitment appropriate to the position's requirements.
6. Have no significant disciplinary record.
7. Have no history of unprofessional behavior.
8. Be in good standing on the VATSIM network.
9. Be a home controller at the time of appointment.

5.3 Hiring

- a. All ARTCC Staff are hired at the discretion of the Air Traffic Manager and VATUSA staff.
- b. Training Staff is hired at the discretion of the Air Traffic Manager, Training Administrator, and VATUSA staff.
- c. Any job postings shall be announced to ZJX members at least seven (7) days before the public posting to bolster promotions within ZJX.

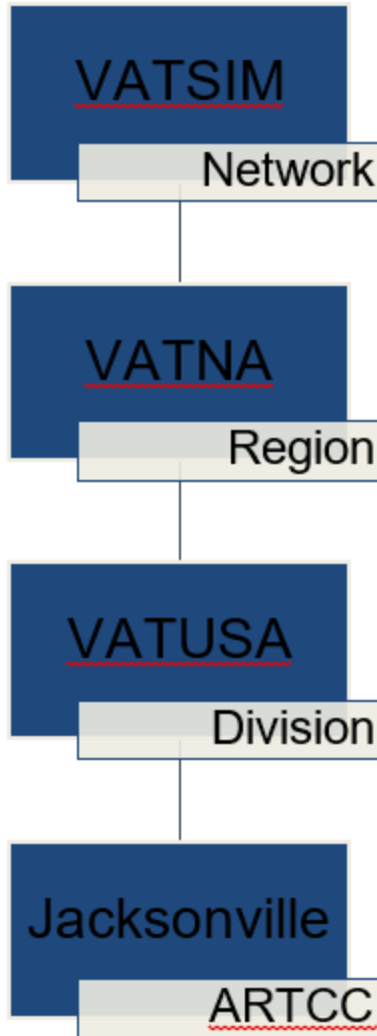
The ATM, TA, or VATUSA may waive specific application requirements or responsibilities at their discretion

Chapter 6: Credit

This document utilizes the writing of several sources. Credit to the following documents:

- New York ARTCC Regulations and Policies
- Honolulu Control Facility Operating Guidelines
- Minneapolis ARTCC Administrative Manual
- Houston ARTCC Administrative Manual

Appendix 1: VATSIM Organization Hierarchy Diagram



Appendix 2: ARTCC Staff Hierarchy Diagram

Orange indicates Senior ARTCC Staff positions.
All assistant positions are non-essential ARTCC staff positions which are hired at the discretion of their manager, the ATM and the DATM.

