



TECHNICAL SPECIALIST I

Department: Operations

Location: Orlando, FL, USA

Status: Full-time

Date Posted: September 21, 2021

Are you interested in joining an organization that?

- Has over 30 years of experience providing innovative software simulation solutions in the Air Traffic Management (ATM) and Air Traffic Control (ATC) fields?
- Provides products and services to governments, colleges and universities, and defense and civilian ATC agencies worldwide?
- Offers a pay-for-performance compensation structure, tuition reimbursement, and access to various professional development opportunities?
- Has work/life balance programs in place and offers a holistic benefits package that is fully customizable based on your specific needs?

If this sounds interesting to you, continue reading about our job vacancy below.

The **Technical Specialist I** answers incoming support calls and provides tier I support. S/he troubleshoots hardware, Windows and Linux operating systems, verifies standardized system configurations, and has a good understanding of LAN networks. S/he also performs annual visits, completes service requests, and assists employees in the Technical Specialist II/III roles with their assigned projects.

Essential Duties and Responsibilities:

- Answers the incoming Adacel Help Desk calls.
- Follows standardized help desk support procedures to assist customers with their technical issues.

The duties, responsibilities, and qualifications noted in this job posting were derived from Adacel's Technical Specialist I job description dated July 1, 2017.

- Follows conventional hardware, software, and network troubleshooting procedures to determine if the issues can be addressed at a software level or if hardware replacement is required.
- Follows conventional testing procedures to repair and configure replacement hardware.
- Takes the necessary actions to have replacement hardware thoroughly tested and verified by a Technical Specialist II/III.
- Works with the Logistics department and the Support Specialists in organizing the prompt delivery of replacement hardware to customers.
- Works with the Support Specialists to follow up on the delivery status of the replacement hardware and ensures that the hardware is operational.
- Performs and assists with standardized system installations and technical refreshes.
- Interacts with and performs basic system configurations on standardized simulation systems.
- Performs system maintenance and software upgrades during annual visits.
- Performs site visits for service requests.
- Assists with the maintenance of simulation test beds and demonstration systems.
- Performs other duties as assigned by Supervisor.

Required Qualifications:

- High School Diploma or equivalent.
- Ability to travel worldwide over 50% of the time.
- Proven field service experience working with computers, audio visual equipment, networks, and/or system deployments.
- 1 year of experience supporting and troubleshooting Linux (CentOS & Red Hat) applications and distributions.
- 2 years of experience supporting and troubleshooting Microsoft software and operating systems.
- 2 years of experience troubleshooting computer hardware with basic computer malfunctions (Memory, Video Card issues, Mouse/Keyboard issues, Audio issues, & Networking).
- Working knowledge of computer hardware repair, troubleshooting, and configuration.
- Proficient using Microsoft Windows XP, Windows 7, and Windows 10.
- Beginner knowledge of Linux applications and distributions (Centos, Red Hat, Fedora, & Ubuntu).

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- Working knowledge of network configurations, troubleshooting, and installations.
- Proficient using Microsoft Office products such as Word, Excel, PowerPoint, and Outlook.
- Excellent customer relations skills.
- Good interpersonal communication skills.
- Good time management, prioritization and multi-tasking skills.

Desired Qualifications:

- Bachelor's degree in Computer Science or a related field, or equivalent work experience.
- 1 year of Simulation (Flight, Driver, Air Traffic Control, War game) experience.
- A+, Network+, Linux+, and/or MCP certification(s).
- Intermediate knowledge of Linux applications and distributions (Centos, Red Hat, Fedora, & Ubuntu).
- Knowledge of bash, vbs, python, and AutoIT scripting languages.

How to Apply:

- You may apply by accessing the following link... [\[Click Here\]](#).

Adacel Systems, Inc. is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or protected veteran status.