TECHNICAL SPECIALIST

Location: Orlando, Florida, US
Job Status: Full Time
Date Posted: 10/02/2023

Position Summary:

A Technical Specialist (TS) provides technical support to Adacel customers through in person site visits and by answering incoming phone calls. Daily duties include troubleshooting hardware, networking, and operating system related issues, while performing hardware and software integration tasks. This role will require traveling for customer projects, annual customer site visits, and completing unscheduled service requests. In addition, Technical Specialists may be assigned as a Project Technical Lead (PTL) taking on the responsibility of ensuring the success of customer project installations domestically and internationally. These assignments may include frequent or extended travel.

Essential Duties and Responsibilities:

- Performs site visits for service requests.
- Performs intermediate to advanced hardware and software integration.
- Provides remote support and system maintenance to customers as necessary.
- Performs remote installations of new simulation software, visual databases, and third party software.
- Works on preparing technical documentation which includes, but is not limited to, bill of materials, system drawings, system installation plans, site surveys, installation procedures, maintenance documentation, and customer technical training.
- Supports internal development and test teams as required.
- Assists with the testing, selection, and qualification of new hardware.
- May be assigned as the Project Technical Lead on a designated project, serving as the primary point of contact for all the technical aspects of that project.
- Answers the incoming Adacel Help Desk calls.
- Follows standardized help desk support procedures to assist customers with their technical issues.
- 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.
- Builds and tests replacement hardware to be sent to customers.
- 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 standardized system installations and technical refreshes.
- Assists with the maintenance of simulation test beds and demonstration systems.
- Performs system maintenance and software upgrades during annual visits.
- Performs specialized remote installations of new simulation software and remote support and system maintenance to customers as necessary.
- Performs complex hardware and software integration.
- Supports internal development and test teams as required.
- Conducts System Administrator/Maintenance training classes in-house and at customer sites.
- Develops, implements, and maintains advanced system configuration scripts and overall system deployment improvements.
- Prepares technical documentation which includes, but is not limited to, bill of materials, system drawings, system installation plans, site surveys, installation

procedures, maintenance documentation, and customer technical training.
- Performs other duties as assigned by Supervisor.

Supervisory Responsibilities:

- None.

Competencies:

- **Adaptability:** Likes to have new experiences; quickly adjusts to changes; prefers novelty to routine; is flexible regarding new initiatives.
- **Client Orientation:** Is attentive to client needs and understands how they may change; proposes products and services that are in keeping with client expectations; tries to be proactive in adjusting products or services.
- **Conceptual Analysis**: Considers a variety of factors; has different interests; wants to understand a number of different areas; likes theory as well as conceptual and abstract topics.
- **Creativity:** Is creative and inventive; is motivated to find new solutions; values new ideas; is innovative; finds creative solutions.
- **Initiative:** Likes to have leeway and flexibility; sets his own direction; is able to act without the support or approval of others; trusts his own judgement.

Qualifications:

Required

- Bachelor's degree in Information Technology, Computer Science, a related field, or equivalent work experience.
- Proven field service experience working with computers, audio visual equipment, networking, and/or simulator system deployments.
- 5 years of experience supporting and troubleshooting Linux software and distributions.
- 5 years of experience supporting and troubleshooting Microsoft software and operating systems.
- 5 years of experience troubleshooting computer hardware with basic computer malfunctions (Memory, Video Card issues, Mouse/Keyboard issues, Audio issues, & Networking).
- Advanced knowledge of computer hardware repair, troubleshooting, and configuration.
- Advanced knowledge of Microsoft Windows 10 and Windows 11.
- Advanced knowledge of Linux applications and distributions (RHEL based distros preferred).

- Proficient using Microsoft Office products such as Word, Excel, PowerPoint, and Outlook.
- Experience installing complex hardware and software systems.
- Experience configuring and troubleshooting Windows/Linux Ethernet networks.
- Experience using scripting languages such as bash, python, batch, or AutoIT.
- Working knowledge of network configurations, troubleshooting, and installations.
- Working knowledge of Microsoft Visio for creating system diagrams.
- Excellent customer relations skills.
- Good interpersonal communication skills.
- Good time management, prioritization, and multi-tasking skills.
- Ability to work with minimal supervision.

Desirable

- 5 years of simulation (Flight, Driving, Air Traffic Control, War game, etc) experience.
- A+, Network+, Linux+, LPIC, RHCSA, AWS, and/or MCP certification(s).
- Working knowledge of AutoCAD or SketchUp, and/or Visio software.
- Experience using ticketing systems to log and track customer interactions.
- Knowledge of Aviation and/or Air Traffic Control practices and concepts.
- Multilingual – As an international company, any additional languages spoken will be an asset for customer interactions.

Other Qualifications:

- Ability to adhere to Adacel's Drug Free Workplace Policy.
- Ability to pass an Adacel background check while employed.
- Ability to travel worldwide over 50% of the time.
- Must currently have or have the ability to obtain a U.S. passport.
- Must be able to pass an FAA background check.

Physical Requirements:

- Must be able to use simple hand tools.
- Frequent lifting – up to 50 lbs.
- Repetitive wrist, hand, and finger movement.

Work Environment:

- Alternative work schedules (9/80 or 4/10).
- Frequent airline and car travel.
- Typical physical activity is varied and includes sitting, bending, crouching, standing, walking, and lifting.

Benefits:

- Hybrid teleworking environment.
- Paid vacation and sick time.
- 401K plan.
- Healthcare.

How to Apply:

- You may apply by emailing your resumé to careers@adacel.com
- Include the position title in the subject line of your message.

About Adacel:

Established in 1987, Adacel is a publicly traded company listed on the ASX. The company plays a significant role in global air space safety. A world-leader in its industry, Adacel applies cutting-edge technologies to develop advanced air traffic control simulation and training systems and state-of-the art air traffic management solutions. Adacel's customers include international air navigation service providers (ANSPs), military, defense & security organizations, universities, and airport authorities. More than 21% of the world's airspace is managed with Adacel's Aurora ATM software. MaxSim Tower Simulator and Training systems lead the industry with the highest number of installations worldwide. MaxSim is also the first ATC simulation system in the world to deliver Virtual and Mixed Reality training capabilities into the classroom. Adacel's latest flagship system, REVAL, a digital Air Traffic Control (ATC) tower system delivers a wide spectrum of digital tower operational solutions, from consulting services to system design, development, deployment, and support. For more information, please visit adacel.com.

Adacel Technical Services, 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, and protected veteran status. color, religion, sex, sexual orientation, gender identity, national origin, disability, and protected veteran status.

Disclaimer:

This job description reflects management's assignment of essential duties and responsibilities. It does not restrict the duties and responsibilities that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties and responsibilities. If this job has a travel requirement, note that the frequency of travel may increase at any time due to adjustments in Adacel's business needs.