

# SUPPORT SPECIALIST II

Location: Orlando, Florida, USA

Job Status: Full Time

Date Posted: 11/03/2023

## Position Summary:

The Support Specialist II resolves basic software and hardware service requests and serves as the primary point of contact when customers request assistance from the Adacel Help Desk. S/he ensures that all customer service requests are tracked in the ticketing system and resolved in a timely matter.

## Essential Duties and Responsibilities:

- Answers support calls and monitors calls received by the answering service.
- Inputs and tracks customer service requests.
- Follows up on customer service requests via phone and email, ensuring that customers remain informed of the progress of their service requests.
- Requests hardware shipping and tracks hardware returns.
- Escalates customer service requests to the appropriate parties.
- Coordinates local support site visits when necessary.
- Schedules Annual Visits (AV).
- Maintains customer contact information on Adacel's customer support website.
- Creates and maintains Frequently Asked Questions and 'How to' guides.
- Exchanges support files with customers via the customer support website.
- Contacts customers to collect survey responses and compiles data.
- Generates customer reports.
- Assists customers with troubleshooting basic scenario issues.
- Assists customers by performing basic hardware, software, and network troubleshooting.
- Follows Support Specialist work instructions and processes to meet ISO requirements.
- Performs other duties as assigned by Supervisor.

## Supervisory Responsibilities:

- None

## Competencies:

- **Critical Thinking:** Thoroughly analyzes situations; seeks more information; validates the information that is provided; has a critical mind.
- **Listening Skills:** Seeks to understand other people's perspectives; adopts an approach that facilitates listening; likes to understand others.
- **Patience:** Rarely gets angry and never expresses hostility towards others; avoids hurting other people's feelings; forgives other people's mistakes; is not very resentful.
- **Teamwork Contribution:** Feels a need to help people who are having trouble; helps those in need; feels a sense of duty towards others.
- **Time and Priority Management:** Uses time efficiently; properly determines priorities; remains focused on more urgent and important tasks; knows what to put aside without compromising results.

## Qualifications:

### Required

- High School Diploma or equivalent.
- End-user/call center experience.
- Excellent problem solving and troubleshooting skills.
- Applicable work experience:
  - Formal Air Traffic Control training or equivalent work experience, OR
  - Previous Technical Support work experience.
- Proficient using Microsoft Windows operating systems.
- Knowledge of Microsoft Office products such as Word, Excel, PowerPoint, and Outlook.

### Desired

- Prior computer maintenance/repair experience.
- Proficient in troubleshooting hardware, network, and software issues.
- Previous Linux operating system experience.
- Good understanding of computer networking.
- Technical Certification (this includes A+, Network+ and Linux).
- Experience operating Adacel products.
- Experience developing ATC simulation scenarios.

### Other Qualifications:

- Ability to adhere to Adacel's Drug Free Workplace Policy.
- Ability to pass an Adacel background check while employed.

## Physical Requirements:

- Little physical effort (e.g. lifting, pushing and moving heavy objects).
- Occasional lifting – up to 50 lbs.
- Repetitive wrist, hand, and finger movement.

## Work Environment:

- Alternative work schedules (9/80 or 4/10).
- Normal office environment.
- Typically sitting at a desk.

## Benefits:

- Up to 2 weeks' vacation plus 7 paid holiday a year, 2 floating holidays, and sick time accruals.
- 401K plan with company match.
- Employee contribution towards health insurance.

## How to Apply:

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

## 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](http://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.