

FIELD SERVICE REPRESENTATIVE

Chicago, IL (ORD)

Location: Chicago O'Hare International Airport (ORD), Chicago, Illinois, USA

Job Status: Full-time

Date Posted: 12/12/2023

Duties and Responsibilities:

- Troubleshoot and maintain TSS hardware components
 - Fault isolate/replace displays/monitors, and computer equipment/peripherals, e.g., hard drives, video cards, desktops/laptops, printers, etc. as necessary
- Troubleshoot, isolate, and resolve software problems
 - Perform step-by-step procedures for acquiring and installing software upgrades and patches
 - Evaluate local conditions and make proper decisions in conjunction with the Contractor's TSSC
 - Load operating systems and applications as required
 - Update existing software and site data as required
- Perform start-up and shut-down procedures
- Perform system back-up procedures
- Train FAA personnel on TSS maintenance and operation
- Operate TSS for proficiency, recurrent, and qualification training
- Brief FAA and Contractor management on simulator performance and utilization
- Develop and maintain site simulator utilization reports reflecting frequency and type of training done
- Backup and manage scenario data
- Act as a Pseudo Pilot when needed (the TSS Pseudo Pilot simulates aircraft movement at an airport and engages/communicates with an ATCT controller as a pilot.)
- Tower Simulation Scenario development:
 - Determine step-by-step procedures for building scenarios
 - Incorporate the training objectives into the development of the training scenarios
 - Create scenarios at the request of the FAA with minimal assistance
 - Train personnel identified by the FAA to create and maintain scenarios.

Qualifications:

Required

- Knowledge of computer hardware and operating system software similar to, or more complex than the TSS
- Minimum of four (4) years of FAA or US Military ATC experience, or a minimum of four (4) years of combined FAA and US Military ATC experience, or a degree in Air Traffic Control or Air Traffic Management from the Air Traffic – Collegiate Training Initiative (AT-CTI). List of approved AT-CTI colleges and universities can be found at: <https://www.faa.gov/jobs/students/schools/>

Skills/Abilities/Certifications:

- Certification Requirements:
- As required for Remote Pilot Operations

Other:

- Clearance Level Must Be Able to Obtain: Public Trust
- Potential for Teleworking: No
- Travel: As Required

How to Apply:

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

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