

FIELD SERVICE REPRESENTATIVE

Military Site, Fort Novosel, AL

Location: Military Site, Fort Novosel, Alabama, USA

Job Status: Full-time

Date Posted: 04/16/2024

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

- Minimum of (10) years of total work experience
- Knowledge of computer hardware and operating system software similar to, or more complex than the ATC Simulation Systems (Tower and Radar)
- 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: [\[Click Here\]](#)

Disclaimer:

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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 accommodation 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.