TECHNICAL SPECIALIST I

Are you interested in joining an organization that:

- Plays a significant role in global airspace safety?
- Has over 35 years of experience providing industry leading Air Traffic Control (ATC) simulation training systems and state-of-the-art Air Traffic Management (ATM) solutions?
- Offers a job-related training tuition reimbursement program 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, continue reading about our job opportunity below.

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 frequent 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 at customer locations worldwide.
- Performs standardized system installations and technical refreshes.
- Provides remote support, software updates, and system maintenance.
- Answers the incoming Adacel Help Desk calls.
- Adheres to standardized help desk support procedures while assisting customers with their technical issues.
- Follows hardware, software, and network troubleshooting procedures to determine if issues can be addressed at an OS/software level or if hardware replacement is required.
- Tests and repairs malfunctioning hardware.
- Builds, configures, and tests new or replacement hardware to be sent to customers.
- Collaborates with the Logistics department and Support Specialists to organize the prompt delivery of replacement hardware to customers and follows up to ensure that received hardware resolves customer issues.
- Assists Integration Specialists with the maintenance of simulation test and

demonstration systems.
- Performs system maintenance and software upgrades during annual visits.
- Prepares technical documentation. Examples include system drawings, system installation plans, component installation procedures, maintenance documentation, and customer technical training materials.
- 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.
- Performs complex hardware and software integration.
- Supports internal development and test teams as required.
- Conducts simulation system administration and maintenance training classes in-house and at customer sites.
- Performs other duties as assigned by Supervisor.

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 their own direction; is able to act without the support or approval of others; trusts their own judgement.

Qualifications:

Required

- Bachelor's degree in Information Technology, Computer Science, a related field, or equivalent work experience.
- Experience working with computers, audio visual equipment, networking, and/or simulation systems.
- Knowledge of computer hardware repair, troubleshooting, and configuration.
- Advanced knowledge of Microsoft Windows 10 and Windows 11.
- Ability to configure and troubleshoot computer networks.
- Familiarity with Linux distributions and applications.
- Proficient using Microsoft Office products such as Word, Excel, and Outlook.
- Excellent customer relations skills.
- Good interpersonal communication skills.
- Good time management, prioritization, and multi-tasking skills.
- Ability to work productively with minimal supervision.

Desirable

- Experience supporting and troubleshooting Linux software and distributions.
- Experience supporting and troubleshooting Microsoft software and operating systems.
- Experience supporting simulation (Flight, Driving, Air Traffic Control, War game, etc) systems.
- Experience installing complex hardware and software systems.
- Experience using scripting languages such as bash, python, or batch.
- A+, Network+, Linux+, LPIC, RHCSA, AWS, and/or MCP certification(s).
- Experience with AutoCAD, SketchUp, 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 schedule (9/80).
- Normal office environment.
- Frequent airline and car travel.
- Typical physical activity is varied and includes sitting, bending, crouching, standing, walking, and lifting.

Benefits:

- Competitive Salary
- Healthcare Benefits, Dental and Vision
- 401K
- And more!

How to Apply:

- You may apply by accessing the following link: [Click Here]

Disclaimer:

Adacel 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.

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.