

Product Specialist II

Location: Orlando, Florida
Job Status: Full-Time

Position Summary:

The **Product Specialist II** is an Air Traffic Control (ATC) Subject Matter Expert who is expected to be well-rounded in their knowledge of all Adacel products to facilitate the support, training, testing and validation of the systems. S/he will be assigned to either the Customer Support and Training track or the System Validation Testing track.

Essential Duties and Responsibilities:

- Coordinates with the Lead, Product Specialist and the Manager, Operational Support Services on work status and scheduling to ensure that work is completed in a timely and efficient manner.
- Maintains files in compliance with Quality Assurance and ISO requirements.
- Assists with documentation of product features, internal process documents and reports.
- Reviews and modifies content located in Adacel's knowledge base software.
- May be required to perform the following Testing duties and responsibilities:
 - Working in close collaboration with the Engineering development team to perform Software and System implementation and verification testing.
 - Assisting with System and Software Requirements definition and review.
 - Creating detailed Test verification specifications and tracing test cases to System and Software.
 - Assisting with the implementation and configuration of Test Automation or Infrastructure initiatives.
- Performs other duties as assigned by Supervisor.
- Other duties as assigned.

Supervisory Responsibilities:

- None

Customer Support and Training Track

- Answers incoming Help Desk calls.
- Assists customers with the resolution of issues relating to system use, scenario creation, simulator performance, configuration and utilization. This includes:
 - Troubleshooting, isolating, and resolving issues.
 - Coordinating hardware shipments with the logistics department.
 - Tracking hardware that has been shipped.
 - Utilizing product testbeds for issue replication and analysis.

- Performs Field Service Representative (FSR) duties on customer sites when FSR's are not available. This includes:
 - Operating the MaxSim Simulator.
 - Maintaining the Simulator and resolving issues within the Simulator.
 - Performing Remote Pilot Operator (RPO) duties.
 - Developing MaxSim Simulator Playing Areas and Scenarios.
- Works with the Point of Contact at various sites to coordinate site surveys to gather airport environment/operations data.
- Defines and constructs the simulation environment using simulator tools, product knowledge and Air Traffic Control subject knowledge.
- Performs product training for customers and Adacel employees.
- Prepares and delivers the training syllabus and materials for training sessions.
- Prepares for and participates in the installation and Site Acceptance Tests of customer systems.

System Validation Testing Track

- Performs system validation prior to installations.
- Prepares Factory Acceptance Tests and documentation to be performed with the customer.
- Participates in Customer Requirements definition and review.
- Demonstrates the operation of all Adacel products to new hires and potential customers.
- Maintains up-to-date working knowledge of the Adacel products and services to best represent them to potential customers.
- Supports and guides the Engineering department with the development of software and hardware functionality.
- Utilizes subject matter expertise to assist with the requirements, design, operation and validation of new product developments.
- Provides regular communication and training to employees in the Operations department whenever modifications are made and/or additional functionalities are added to the products.

Competencies:

- **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.
- **Critical Thinking:** Thoroughly analyzes situations; seeks more information; validates the information that is provided; has a critical mind. Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully.
- **Perseverance:** Does not give up easily when problems arise; perseveres in dealing with difficulties; stays focused on long-term objectives in spite of setbacks.

- **Rigor:** Keeps his work area neat and tidy; develops methods; is systematic, orderly and precise; does accurate work.
- **Teamwork Contribution:** Feels a need to help people who are having trouble; helps those in need; feels a sense of duty towards others.

Qualifications:

Required

- Bachelor's degree in relevant field.
- 5+ years of relevant experience in ATC services or piloting in a civilian or military environment.
- Advanced knowledge of Microsoft Windows XP, Windows 7, and Windows 10.
- Previous experience in Training and/or Simulator usage in ATC or Flight Simulators.
- Proficient using Microsoft Office products such as Word, Excel, PowerPoint, and Outlook.
- Must currently have or have the ability to obtain a U.S. passport.
- Must be able to pass an FAA background check.
- Must be able to pass background and security checks to enable access to military sites.

Other Qualifications:

- Ability to adhere to Adacel's Drug Free Workplace Policy.
- Must be able to pass an Adacel background check while employed.
- Ability to travel up to 60% annually.
- Active Driver's License

Physical Requirements:

- Occasional lifting – up to 50 lbs.
- Repetitive wrist, hand, and finger movement.

Desirable

- Previous Radar Experience.
- Previous Software Testing, Quality Assurance or Product Assurance experience
- Instructor Certification
- CTO Rating
- Actively controlled air traffic at more than one category Level 9 or higher (or equivalent) air traffic control tower.
- 10 years of experience actively controlling in an air traffic control tower.
- 5 years of experience actively controlling in a terminal radar approach control.
- Actively controlled air traffic within the last 5-years.

- Experience with NexGen ATC and Navigation procedures.
- Experience with developing ATC training programs and/or ATC operational procedures.

Work Environment:

- Alternative work schedule 9/80 when possible (Every other Friday off work when project permits)
- Normal office environment.
- Constant airline and car travel.
- Typically sitting at a desk, walking and standing.

Benefits:

- Two weeks of vacation, seven paid holidays, one floating holiday, plus up to 40 hours banked holiday time.
- Sick time accruals.
- 401K plan with company match.
- Employer contribution towards health insurance.

How to Apply:

- You may apply by accessing the following link: [\[Click Here\]](#)
- Adacel will only review the first 30 applicants, if no candidate is selected will proceed with the next 30, and keep on until selections is made.

About Adacel:

Established in 1987, Adacel 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.

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 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.