AIR TRAFFIC MANAGEMENT PRODUCT SPECIALIST II

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:

Adacel is looking for a highly qualified **Product Specialist II** to take part in the evolution, validation and delivery of our Air Traffic Management products. As a product specialist you will use your experience and work with product owners, product testers, engineers and other product specialists to ensure that our integrated overall system solutions satisfy client requirements and integrate seamlessly with their existing operations. Reporting to the manager of ATM Product Delivery you will take part in the entire software development cycle from project initiation to closure. You will also be involved in proposal and customer service activities.

Essential Duties and Responsibilities:

- Performs work with minimal guidance from the Supervisor, Product Specialist and takes ownership of the coordination of activities on an entire project, as directed by the manager.
- Coordinates with the departments Leads, Project Leads and the Operation Manager, on work status and scheduling to ensure that work is completed in a timely and efficient manner.
- Maintains files in compliance with Quality Assurance, ISO and safety requirements.

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Montréal, Québec H3A 2A5 Canada

- Assists with documentation of product features, internal process documents and reports.
- Reviews and modifies content located in Adacel' s knowledge base software.
- Will be required to perform the following Testing duties and responsibilities:
  o Working in close collaboration with the Engineering development team to perform Software and System implementation and verification testing.
  o Assisting with System and Software Requirements definition and review.
  o Creating detailed Test verification specifications and tracing test cases to System and Software.
  o Assisting with the implementation and configuration of Test Automation or Infrastructure initiatives.
- Performs other duties as assigned by Supervisor.

Customer Support and Training Track

- Assists customers with the resolution of issues relating to system use.
- Reproduce the issue.
- Works with the Point of Contact at various sites to coordinate site surveys to gather airport environment/operations data.
- Defines and constructs the simulation stimulation 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 installation.
- 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.

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- Provides regular communication and training to employees in the Operations department whenever modifications are made and/or additional functionalities are added to the products.

Qualifications:

Required

- Minimum. 4 years experience as a certified Air Traffic Controller in a civilian or military environment, or equivalent.
- In-depth experience in Training of Air traffic management systems.
- Intermediate knowledge of Microsoft Windows and Oracle LINUX environments.
- Proficient in using Microsoft Office products such as Word, Excel, PowerPoint, and Outlook.

Desired

- Previous Radar Experience.
- Experience working on the Guadeloupe & Martinique Caribbean airspace.
- 10 years of experience actively controlling in an air traffic control tower.
- 5 years of experience actively controlling a terminal radar approach control.
- Previous Software Testing, Quality Assurance or Product Assurance experience
- Instructor Certification
- CTO Rating
- Previous mentorship and/or leadership experience.
- Actively controlled air traffic at more than one category Level 9 or higher (or equivalent) air traffic control tower.
- Actively controlled air traffic within the last 5 years.
- Experience with NexGen ATM and Navigation procedures.
- Experience with developing ATM training programs and/or ATM operational procedures

Other Qualifications:

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

- Ability to travel up to 25% annually.

Physical Requirements:

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

Work Environment:

- Location: Montreal
- Job Status: Full Time
- Hybrid teleworking environment
- Alternative work schedules (9/80 with every other Friday off)
- Typically sitting at a desk

Benefits:

- Up to 26 three-day weekends annually with 9/80 schedule.
- Four weeks of vacation.
- Company RRSP, SPSP (employer contribution), and TFSA.
- Full (100%) employer-paid insurance program from day one of employment.

How to Apply:

- You may apply by emailing your resumé to careers@adacel.com
- Include the position title in the subject line of your message.

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.