

# FIELD SERVICE REPRESENTATIVE

## San Francisco, CA (SFO)

Location: San Francisco International Airport, San Francisco, CA, USA

Job Status: Full-Time

Adacel Technical Services, Inc. (ATS) provides a complete set of on-site training services for aerospace and defense markets. Services include instructional delivery, simulation operation and maintenance, instructional system design, and training support. Please read on to learn more about the **Field Service Representative (FSR)** career opportunity at ATS.

### Essential Duties and Responsibilities:

- Troubleshoot and maintain Air Traffic Control (ATC) Simulator 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 Adacel Support Center
  - 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 personnel on ATC Simulator maintenance and operation
- Operate ATC Simulator for training as requested
- Complete documentation and brief personnel and management on simulator maintenance issues, performance, and utilization as requested
- 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 Pseudo Pilot simulates aircraft movement and engages/communicates with a controller as a pilot.)
- ATC Simulator Scenario development:
  - Determine step-by-step procedures for building scenarios
  - Incorporate the training objectives into the development of the training scenarios
  - Create scenarios as requested with minimal assistance
  - As requested, train personnel to create and maintain scenarios

## Qualifications:

### Required:

- 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 operational ATC experience, or a minimum of four (4) years of combined FAA and US Military operational 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/>

### Desired:

- Proactive, self-motivated individual
- Ability to accomplish tasks with minimal supervision
- Good organizational skills and the ability to prioritize multiple tasks and manage work time effectively
- High attention to detail
- Excellent communication skills
- As a member of the Adacel team and the training team at your location, this position should work well with others and be proficient at conflict resolution

### Skills/Abilities/Certifications:

- Certification Requirements:
- As required for Remote Pilot Operations

### Other:

- Clearance Level: Must be able to obtain a Public Trust clearance
- Potential for Teleworking: No
- Travel: Less than 20%

### Physical Requirements:

- Must be able to use simple hand tools
- Occasional lifting up to 50 lbs. without restriction
- Repetitive wrist, hand, and finger movement.

## How to Apply:

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

### *Disclaimer:*

Adacel Technical Services, Inc. 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, or 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. The Company reserves the right to modify the work schedule policy at its sole discretion, in accordance with operational requirements and business needs.