

TECHNICAL SPECIALIST II

Location: Orlando, Florida

Job Status: Full-Time

Position Summary:

A **Technical Specialist II (TS2)** 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 system integration testing. This role will also require traveling for annual customer site visits, completing unscheduled service requests, mentoring Technical Specialist I coworkers, and assisting Technical Specialist III coworkers with their assigned projects. In addition, TS2's travel independently to customer locations internationally to perform troubleshooting and maintenance of customer systems.

Essential Duties and Responsibilities:

- Performs site visits for service requests.
- Performs intermediate to advanced hardware and software integration.
- Provides remote support and system maintenance to customers as necessary.
- Performs remote installations of new simulation software, visual databases, and third-party software.
- Works on designated projects, development initiatives, and procedural improvements.
- Works on preparing technical documentation which includes, but is not limited to, bill of materials, system drawings, system installation plans, site surveys, installation procedures, maintenance documentation, and customer technical training.
- Supports internal development and test teams as required.
- Assists with the testing, selection, and qualification of new hardware.
- 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.
- Answers the incoming Adacel Help Desk calls.
- Follows standardized help desk support procedures to assist customers with their technical issues.
- Follows conventional hardware, software, and network troubleshooting procedures to determine if the issues can be addressed at a software level or if hardware replacement is required.

- Follows conventional testing procedures to repair and configure replacement hardware.
- Takes the necessary actions to have replacement hardware thoroughly tested and verified.
- Works with the Logistics department and the Support Specialists in organizing the prompt delivery of replacement hardware to customers.
- Works with the Support Specialists to follow up on the delivery status of the replacement hardware and ensures that the hardware is operational.
- Performs standardized system assembly, installations, and technical refreshes.
- Assists with the maintenance of simulation test beds and demonstration systems.
- Performs system maintenance and software upgrades during annual visits.
- Performs other duties as assigned by Supervisor.

Supervisory Responsibilities:

- None

Competencies:

- **Patience:** Rarely gets angry and never expresses hostility towards others; avoids hurting other people's feelings; forgives other people's mistakes; is not very resentful.
- **Stress Management:** Remains calm in stressful situations; keeps his cool; takes things as they come; is able to relax in difficult situations; does not feel very tense and/or anxious.
- **Teamwork Contribution:** Feels a need to help people who are having trouble; helps those in need; feels a sense of duty towards others.
- **Time and Priority Management:** Uses time efficiently; properly determines priorities; remains focused on more urgent and important tasks; knows what to put aside without compromising results.
- **Creativity:** Is energetic and does not tire easily; is able to work hard over a long period of time.

Required Qualifications:

- Bachelor's degree in Information Technology, Computer Science, a related field, or equivalent work experience.
- Proven field service experience (3 to 5 years) working with computers, audio visual equipment, networking, and/or simulator system deployments.

- Practical experience supporting and troubleshooting Linux software and distributions.
- Practical experience supporting and troubleshooting Microsoft software and operating systems.
- Experience troubleshooting computer hardware malfunctions (memory, video card issues, peripheral issues, audio issues, & networking).
- Proficient using Microsoft Office products such as Word, Excel, PowerPoint, and Outlook.
- Experience installing complex hardware and software systems.
- Experience configuring and troubleshooting Windows/Linux Ethernet networks.
- Experience using scripting languages such as bash, python, batch, or powershell.
- Working knowledge of network configurations, troubleshooting, and installations.
- Ability to work with minimal supervision.

Other Qualifications:

- Ability to adhere to Adacel's Drug Free Workplace Policy.
- Must be able to pass an Adacel background check while employed.
- Must be able to pass an FAA background check while employed.
- Ability to travel over 50% annually.
- Must currently have or have the ability to obtain a U.S. passport.
- Active Driver's License

Physical Requirements:

- Occasional lifting – up to 50 lbs.
- Must be able to use simple hand tools.
- Repetitive wrist, hand, and finger movement.

Desirable:

- 3 years of simulation (Flight, Driving, Air Traffic Control, War game, etc) experience.
- A+, Network+, Linux+, LPIC, RHCSA, AWS, and/or MCP certification(s).
- Working knowledge of AutoCAD or SketchUp, and/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.

Work Environment:

- Alternative work schedule (9/80); In-office position.

- Frequent airline and car travel.
- Typical physical activity is varied and includes sitting, bending, crouching, standing, walking, and lifting.

Benefits:

- Two weeks of vacation, seven paid holidays, one floating holiday, sick time.
- 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.

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.