



FIELD SERVICE REPRESENTATIVE – Dallas/Fort Worth International Airport-KDFW Dallas-Fort Worth, TX

Adacel Systems, Inc. (“ASI”) produces simulation and training systems for commercial, defense and export markets. ASI offers a comprehensive range of fully scalable customizable simulation systems from desktop trainer to complete 360-degree room-sized Air Traffic Control tower environments. We provide professional ATC training simulation systems for governments, universities and civilian air traffic control agencies worldwide.

The Field Service Representative works with customers to support the day-to-day use of the simulator. S/he provides scenario and playing area data and aids the customer in the efficient and trouble-free use of the simulation system. The Field Service Representative has minimal direct Adacel contact and works closely with Federal Aviation Administration (FAA) personnel. Although the FAA Site Manager directly supervises the FSR’s duties and responsibilities, s/he reports to the Lead, Field Service Representative.

Responsibilities:

- Performs start-up and shut-down procedures for the simulator and assists the customer with the operation of the system.
- Acts as a Remote Pilot Operator (RPO) when the schedule of other FSR duties and responsibilities allows.
- Configures hardware as directed by members of Adacel’s Help Desk.
- Performs system back-ups and replaces projectors and computer equipment such as hard drives and video cards when necessary.
- Performs step-by-step procedures for acquiring and installing software upgrades and patches.
- Identifies and resolves scenario issues.
- Briefs FAA and Adacel management on simulator performance and utilization (this includes troubleshooting, isolation and resolution of software issues and the evaluation of conditions that enable proper support decisions to be made in conjunction with Adacel’s Help Desk).
- Trains customers (RPO’s, Instructors and Air Traffic Control personnel) how to best utilize the simulator.
- Creates, develops and modifies playing areas and scenarios for simulator systems to meet customer needs.
- Coordinates with training personnel to identify how Adacel simulator systems can best meet their training objectives before building scenarios.
- Develops and maintains simulator utilization reports.
- Gathers airport data from customers for Visual Database and Playing area changes and creates Change Requests using the SIMCARE website.
- Communicates required status information and any requested data in an efficient and timely manner as defined by the Lead, Field Service Representative.
- Demonstrates Tower Simulation System operation to new personnel and interested customers.
- Represents Adacel and discusses Adacel’s products and services to all who s/he interacts with.
- Performs other duties as assigned by Supervisor.

Required

- High School Diploma or equivalent.
- Knowledge of basic computer hardware.
- Knowledge of Microsoft Office products such as Word, Excel, PowerPoint, and Outlook.
- Excellent customer relations skills and attention to detail.
- Leadership, interpersonal and strong communication skills.
- Positive and enthusiastic attitude.

Desired

- Previous experience working in an Air Traffic Control environment.
- Training experience, simulator usage and desktop software experience.

Other Qualifications:

- Ability to adhere to Adacel's Drug Free Workplace Policy.
- Ability to obtain a FAA Clearance.
- Ability to pass an Adacel background check while employed.
- Ability to travel less than 10% annually.

Physical Requirements:

- Minimal physical effort (e.g. lifting, pushing and moving heavy objects).
- Occasional lifting – less than 25 lbs.
- Repetitive wrist, hand, or finger movement.

Work Environment:

- High noise environment.
- May require standing for extended periods of time and walking.
- Normal office environment.
- Rare airline and car travel.
- Typical 40-hour workweek.
- Typically sitting at a desk.

If you are looking for an exciting, progressive company that offers challenges, a friendly and casual work environment, competitive salaries, excellent [health, dental, short and long term disability, life insurance, 401(k)] plans, and much more, please send your resume to careersusa@adacel.com.

Adacel Systems, 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.