



**Are you ready to face new challenges?
Do you wish to grow with an international high-tech leader?
If so, we want to meet you.**

Adacel Inc. is recognized for its innovative software solutions for operational air traffic management (ATM) and air traffic control (ATC) simulation and training. Our success in Canada and the international market has created opportunities for experienced professionals to join us in the following role:

**Helpdesk Support Specialist
(Montreal)**

Job Summary:

Help desk specialist to provide technical support to users in an efficient and accurate manner. You will be considered as the departments first level of response and you will solve basic technical problems and provide support for all assigned areas. The goal is to make sure that department value is maintained to the standards set forth by the company.

Essential Duties and Responsibilities:

- Provide first level contact and convey resolutions to user issues.
- Properly escalate unresolved queries to the next level of support.
- Track, route and redirect problems to correct resources.
- Walk users through problem solving process.
- Follow up with users, provide feedback and see problems through to resolution.
- Recommended procedure modifications or improvements.
- Preserve and grow your knowledge of help desk procedures, services and products used by Adacel.
- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Install and maintain PC hardware such as processors, memory, network cards, monitors, and printers.
- Install, maintain, and support PC applications and Windows operating systems.
- Create software images and clone fully configured workstations.
- Performs other duties as assigned by Supervisor.

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.
- **Teamwork contribution:** Feels a need to help people who are having trouble; helps those in need; feels a sense of duty towards others.
- **Self-awareness:** Acknowledges own errors; is humble and open to constructive criticism; is not easily offended; has an accurate view of strengths and weaknesses.
- **Critical thinking:** Thoroughly analyzes situations; seeks more information; validates the information that is provided; has a critical mind.
- **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.

Qualifications:**Required**

- 1-5 Year(s) experience working in IT (helpdesk, technician, system administrator).
- Windows, Linux, Office, and Active Directory.
- Experience with desktop security products.
- Write training manuals, and Train computer users.
- High School Diploma or equivalent.

Desired

- Degree in Information Technology, Computer Science or equivalent experience.
- Bilingual in French and English.

Other Qualifications:

- Ability to adhere to Adacel's Drug Free Workplace Policy.

Physical Requirements:

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

Work Environment:

- Alternative work schedules (9/80 or 4/10).
- Normal office environment.
- Typically sitting at a desk.
- May require working nights and week-ends, mostly emergency situations.
- May require working with difficult clients.

If you are looking to join an exciting, progressive company that offers challenges, a friendly and casual work environment, competitive salaries, and excellent health and retirement benefits, please send your resume to careers@adacel.com. Adacel Inc. is an equal opportunity employer.