Product Specialist I
Orlando, FL

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 Product Specialist I is an Air Traffic Control (ATC) Subject Matter Expert who facilitates the support, training, testing and validation of Adacel products. S/he is expected to have had formal ATC training or equivalent work experience and will acquire a broad understanding of the Adacel product line. The Product Specialist I will be assigned to either the Customer Support and Training track or the System Validation Testing track.

Responsibilities:
- Coordinates with the Lead, Product Specialist and the Manager, Operational Support Services on work status and scheduling to ensure that work is completed in a timely and efficient manner.
- Maintains files in compliance with Quality Assurance and ISO requirements.
- Assists with documentation of product features, internal process documents and reports.
- Reviews and modifies content located in Adacel's knowledge base software.
- May be required to perform the following Testing duties and responsibilities:
    - Working in close collaboration with the Engineering development team to perform Software and System implementation and verification testing.
    - Assisting with System and Software Requirements definition and review.
    - Creating detailed Test verification specifications and tracing test cases to System and Software.
    - Assisting with the implementation and configuration of Test Automation or Infrastructure initiatives.
- Performs other duties as assigned by Supervisor.

Customer Support and Training Track
- Answers incoming Help Desk calls.
- Assists customers with the resolution of issues relating to system use, scenario creation, simulator performance, configuration and utilization. This includes:
    - Troubleshooting, isolating, and resolving issues.
    - Coordinating hardware shipments with the Logistics department.
    - Tracking hardware that has been shipped.
    - Utilizing product testbeds for issue replication and analysis.
- Assists other members of the Product Specialist team with site surveys at various sites to gather airport environment/operations data.
- Defines and constructs the simulation environment using simulator tools, product knowledge and Air Traffic Control subject knowledge.
- Assists with 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
- Assists with system validation prior to installations.
- Prepares Factory Acceptance Tests and documentation to be performed with the customer.
- Assists with 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.

Required
- High School Diploma or equivalent.
- 3 years of experience in ATC services or piloting in a civilian or military environment.
- Advanced knowledge of Microsoft Windows XP, Windows 7, and Windows 10.
- Proficient using Microsoft Office products such as Word, Excel, PowerPoint, and Outlook.

Desired
- Previous Radar Experience.
- Previous Software Testing experience.

Other Qualifications:
- Ability to adhere to Adacel's Drug Free Workplace Policy.
- Ability to pass an Adacel background check while employed.
- Ability to travel on a frequent basis without advance notice.
- Must currently have or have the ability to obtain a U.S. passport.
- Must be able to pass an FAA background check.
- Must be able to pass background and security checks to enable access to military sites.

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

Work Environment:
- Alternative work schedules (9/80 or 4/10).
- Normal office environment.
- Frequent airline and car travel.
- 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.