



**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.**

**Product Specialist I-II
(Montreal, Canada)**

What we do:

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:

Adacel is currently seeking a **Product Specialist II** to join our **Program Support Services department**. We are looking for someone that is an Air Traffic Manager (ATM) Subject Matter Expert who has well-rounded knowledge of all Adacel products to enable the support, training, testing and validation of the systems. You will be assigned to either the Customer Support and Training track or the System Validation Testing track.

Responsibilities include, but are not limited to:

- 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.

Customer Support and Training Track

- Performs 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

- Performs system validation prior to installations.
- Prepares Factory Acceptance Tests and documentation to be performed with the customer.
- Participates in 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.
- Provides regular communication and training to employees in the Operations department whenever modifications are made, and/or additional functionalities are added to the products.

Required

- 3 years of experience in ATC services or piloting in a civilian or military environment.
- Advanced knowledge of Microsoft Office Suite and operating systems (Windows XP, Windows 7, Windows 10, Server 2003-2012).
- Proficient using Microsoft Office products such as Word, Excel, PowerPoint, and Outlook.

Desired

- Previous Radar Experience.
- Previous Software Testing, Quality Assurance or Product Assurance experience.
- Experience actively controlling in an air traffic control tower.
- Experience actively controlling in a terminal radar approach control.
- Actively controlled air traffic within the last 5-years.
- Experience with NexGen ATC and Navigation procedures.
- Experience with developing ATC training programs and/or ATC operational procedures.

Other Qualifications:

- Ability to adhere to Adacel's Drug Free Workplace Policy.
- Ability to travel on a frequent basis without advance notice.
- Must currently have or have the ability to obtain a Canadian passport.

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, RRSP contributions (Canada), and much more.

How to Apply:

please send your resume to careers@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.

The duties, responsibilities, and qualifications noted in this job posting were derived from Adacel's job Product Specialist II description dated November 7, 2018.