



## **Support 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 Support Specialist I is the primary point of contact when Adacel customers request assistance from the Adacel Help Desk. S/he ensures that all customer service requests are tracked in the ticketing system and resolved in a timely matter. The Support Specialist I will be assigned to either the Product Specialist track or the Technical Specialist track.

### **Responsibilities:**

- Answers support calls and monitors calls received by the answering service.
- Inputs and tracks customer service requests.
- Follows up on customer service requests via phone and email, ensuring that customers remain informed of the progress of their service requests.
- Troubleshoots basic technical issues.
- Requests hardware shipping and tracks hardware returns.
- Escalates customer service requests to the appropriate parties.
- Learns about and utilizes Adacel products and Help Desk tools.
- Maintains customer contact information on Adacel’s customer support website.
- Exchanges support files with customers via the customer support website.
- Records customer survey responses in survey collection software.
- Follows Support Specialist work instructions and processes to meet ISO requirements.
- Performs other duties as assigned by Supervisor.

### **Required**

- High School Diploma or equivalent.
- Product Specialist Track: Formal Air Traffic Control training or equivalent work experience.
- Technical Specialist Track: Previous Technical Support work experience.
- Excellent problem solving and troubleshooting skills.
- Proficient using Microsoft Windows operating systems.
- Knowledge of Microsoft Office products such as Word, Excel, PowerPoint, and Outlook.

### **Desired**

- Previous call center experience.
- Prior computer maintenance/repair experience.
- Previous Linux operating system experience.
- Good understanding of computer networking.

### **Other Qualifications:**

- Ability to adhere to Adacel’s Drug Free Workplace Policy.
- Ability to pass an Adacel background check while employed.
- Must be able to pass an FAA background check.

**Physical Requirements:**

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

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](mailto: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.