



**Technical Specialist I**  
**Temporary Position – 6-8 months**  
**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.

**Job Summary:**

The Technical Specialist I answers incoming support calls and provides tier I support. S/he troubleshoots hardware, Windows and Linux operating systems, verifies standardized system configurations, and has a good understanding of LAN networks. S/he also performs annual visits, completes service requests, and assists employees in the Technical Specialist II/III roles with their assigned projects.

**Responsibilities:**

- Answers the incoming Adacel Help Desk calls.
- Follows standardized help desk support procedures to assist customers with their technical issues.
- Follows conventional hardware, software, and network troubleshooting procedures to determine if the issues can be addressed at a software level or if hardware replacement is required.
- Follows conventional testing procedures to repair and configure replacement hardware.
- Takes the necessary actions to have replacement hardware thoroughly tested and verified by a Technical Specialist II/III.
- Works with the Logistics department and the Support Specialists in organizing the prompt delivery of replacement hardware to customers.
- Works with the Support Specialists to follow up on the delivery status of the replacement hardware and ensures that the hardware is operational.
- Performs and assists with standardized system installations and technical refreshes.
- Interacts with and performs basic system configurations on standardized simulation systems.
- Performs system maintenance and software upgrades during annual visits.
- Performs site visits for service requests.
- Assists with the maintenance of simulation test beds and demonstration systems.
- Performs other duties as assigned by Supervisor.

**Required**

- High School Diploma or equivalent.
- Proven field service experience working with computers, audio visual equipment, networks, and/or system deployments.
- 1 year of experience supporting and troubleshooting Linux (CentOS & Red Hat) applications and distributions.
- 2 years of experience supporting and troubleshooting Microsoft software and operating systems.

- 2 years of experience troubleshooting computer hardware with basic computer malfunctions (Memory, Video Card issues, Mouse/Keyboard issues, Audio issues, & Networking).
- Working knowledge of computer hardware repair, troubleshooting, and configuration.
- Proficient using Microsoft Windows XP, Windows 7, and Windows 10.
- Beginner knowledge of Linux applications and distributions (Centos, Red Hat, Fedora, & Ubuntu).
- Working knowledge of network configurations, troubleshooting, and installations.
- Proficient using Microsoft Office products such as Word, Excel, PowerPoint, and Outlook.
- Excellent customer relations skills.
- Good interpersonal communication skills.
- Good time management, prioritization and multi-tasking skills.

### **Desired**

- Bilingual in French and English.
- Bachelor's degree in Computer Science or a related field, or equivalent work experience.
- 1 year of Simulation (Flight, Driver, Air Traffic Control, War game) experience.
- A+, Network+, Linux+, and/or MCP certification(s).
- Intermediate knowledge of Linux applications and distributions (Centos, Red Hat, Fedora, & Ubuntu).
- Knowledge of bash, vbs, python, and AutoIT scripting languages.

### **Other Qualifications:**

- Ability to adhere to Adacel's Drug Free Workplace Policy.
- Ability to pass an Adacel background check while employed.
- Ability to travel worldwide over 50% of the time.
- Must currently have or have the ability to obtain a U.S. passport.

### **Physical Requirements:**

- Must be able to use simple hand tools.
- 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.
- Typically bending, crouching, stooping.
- Typically standing or walking.

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.**