



**Product Specialist II**  
**Montreal or Orlando**

**Adacel Inc. (AI)** located in Montreal is recognized for its innovative software solutions for operational air traffic management (ATM) and air traffic control (ATC) simulation and training. **Adacel Systems, Inc. ("ASI")** which is in Orlando, FL 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. Our success has created opportunities for experienced professionals to join us in the following role:

**The Product Specialist II** is an Air Traffic Control (ATC) Subject Matter Expert who is expected to be well-rounded in their knowledge of all Adacel products to facilitate the support, training, testing and validation of the systems. S/he will be assigned to either the Customer Support and Training track or the System Validation Testing track.

Application of SME Knowledge: Product Validation and Design Input

Products: Comprehensive Product Knowledge

Level of Communication: Inter-Team

Process: Process Improvement Input

Employee Development: Personal Professional Development

Project Role: Input throughout the Software Development Lifecycle

**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.
- Performs Field Service Representative (FSR) duties on customer sites when FSR's are not available. This includes:
  - Operating the MaxSim Simulator.
  - Maintaining the Simulator and resolving issues within the Simulator.
  - Performing Remote Pilot Operator (RPO) duties.
  - Developing MaxSim Simulator Playing Areas and Scenarios.
- Works with the Point of Contact at various sites to coordinate site surveys to gather airport environment/operations data.
- Defines and constructs the simulation environment using simulator tools, product knowledge and Air Traffic Control subject knowledge.
- 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**

- High School Diploma or equivalent.
- 4 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.
- Previous experience in Training and/or Simulator usage in ATC or Flight Simulators.
- 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
- Instructor Certification
- CTO Rating
- Actively controlled air traffic at more than one category Level 9 or higher (or equivalent) air traffic control tower.
- 10 years of experience actively controlling in an air traffic control tower.
- 5 years of 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 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. (US Only)
- Must be able to pass an FAA background check. (US Only)
- Must be able to pass background and security checks to enable access to military sites (US Only)
- Must currently have or have the ability to obtain a Canadian passport. (Canada Only)

**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](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.