



**Amadeus Airport IT Americas, Inc.
Field Engineer FLL
Job Posting**

Amadeus Airport IT Americas, Inc. is an air transport information technology solutions firm based in Orlando, Florida. Our comprehensive portfolio of solutions enable airports and airlines to better utilize and manage resources, enhance the passenger experience, reduce costs, and optimize revenue generation.

Our operational, passenger processing, intelligent display, and revenue management platforms deliver enterprise-class business intelligence solutions and are the most innovative in the air transport marketplace.

Amadeus Airport IT Americas, Inc. solutions are operational in 30 of the top 50 airports in North America, and as a testament to their scalability, these solutions are at home in another 100 airports and at 60 airlines worldwide

Summary:

This position will be responsible for ensuring the successful continued operation of all installed computer hardware and software, including PC's, DVC's, servers, high profile displays, networking, databases, and operating systems in a highly visible environment on a variety of systems. All duties as assigned and documented are expected to be completed. **This position is located in Fort Lauderdale, FL.**

Essential Duties and Responsibilities: Other duties may be assigned.

- Provide local on-site support to all locally installed hardware and software
- Ensuring that Service Level Agreements are met
- Follow airport security procedures
- Report to manager and continuously improve the overall support operation and process through effective logging, notifications, escalation and tracking to resolve all problems presented with in a daily basis
- Perform daily virtual and physical walk-throughs and monitoring of all assigned installed systems
- Troubleshoot software and hardware issues and perform preventive maintenance.
- Logging all support calls in our Novo ticketing system and follow up with solutions and document outcomes on issues and technical sheets
- Assist customers, resolve problems with computer hardware and software.
- Coordinate and schedule work with other technicians, local airlines and local IT staff as the support operation requires it.
- Document daily tasks and status reports and email a copy to customer, coworkers, direct manager and support group.
- Other duties may be assigned.



Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required Education and/or Experience:

- Associates Degree (AA) or equivalent from a two-year college or technical school, or 6 months to 1 year related experience and/or training, or equivalent combination of education and experience

Travel:

Minor Travel for Training or Skills enhancement is required for this position.

Please send resumes to HR@AirIT.com