

Field Engineer (Los Angeles, CA) 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

We are currently seeking a self-motivated and experienced individual to fill a full time role as a **Field Engineer** at our **Los Angeles, CA** location.

Summary:

Responsible for ensuring the successful continued operation of all installed computer hardware and software, including PC's, VCD'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.

Essential Duties and Responsibilities: include the following

- Day to day support of airlines and airport. Coordinate and schedule work with other technicians, local airlines, and local IT staff as appropriate.
- Preventative maintenance, cleaning displays, clients and other related hardware.
- Conduct daily walk throughs to visually check kiosks and displays are operational, and checking clients, displays and equipments to see if they require cleaning.
- Perform daily checks of airline feeds, AODB generated days, counter allocation generated days, Bag Makeup assignments, verify automated system processes are operating as intended. Coordinate with implementation and other onsite technicians to ensure new software releases, software upgrades/changes, and hardware upgrades/changes are successfully tested and implemented
- Checking shift reports, from previous shift, for hand off of tasks and issues.
- Complete a shift report and email out at the end of each shift. Shift report includes all calls received on support phone or word of mouth. Each call must be entered in Novo database. and a Novo ticket number is to be included with each task or issue in shift report.

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
- Lift and/or move up to 60 pounds
- Security clearance to work in a TSA secured environment

Travel Requirements:

- Minimal Travel Requirements

Send Resumes to HR@airit.com