



**Amadeus Airport IT Americas, Inc.
Help Desk Support Engineer
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 motivated IT Professional to fill a full-time role as an entry level **Help Support Engineer** position. **This position would be based out of our Orlando office.**

Summary:

This person will provide desktop support for our internal and external employees

Essential Duties and Responsibilities: Other duties may be assigned.

- Daily monitoring of systems located at customer sites throughout the U.S
- First line trouble ticket resolution. Logs all trouble ticket information into Help Desk tracking software. Closes Help Desk tickets when problem(s) is resolved.
- First line of support and information for all technology and systems installed at each location. Will provide telephone, remote access and/or onsite support for machines and installed software.
- Log all calls into Help Desk Tracking Software to determine user requirements, diagnose and resolve.
- Interviews user to collect information about problem and leads user through diagnostic procedures to determine source of error.
- Handles system patches with implementation when needed.
- Consults with programmers to explain software errors or to recommend changes to programs.
- Perform routine hardware maintenance on PC's and printers etc.
- Installation of software upgrades and new releases.
- Installation of new hardware; PC's, Thin Clients, printers, memory, disk drives, SCSI drives, etc.
- Coordinate hardware/software vendor, as needed for implementation of new technology (IE: scanners, wiring).
- Assure accurate inventory records (Hardware and software) by establishing and maintaining the necessary fixed asset inventory as well as software inventory information.
- Perform software audits of all Company owned PC's using the current methods in place as established by the Manger, Engineering and Support.



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:

1 to 2 years related experience and/or training, or equivalent combination of education and experience

Desired Experience & Skills:

Knowledge of PC and Server operating systems

Desired manufacture certifications: Dell, Microsoft, Cisco

Familiarity with Microsoft Office Suite, Windows 7,8,10, MAC OSx Desktop Support

Familiarity with Hardware Troubleshooting, Basic Network Troubleshooting.

Familiarity with VMWare Technologies

Other Requirements:

Security clearance to work in a TSA secured environment

Travel Requirements:

Must be able to travel 25% of the time on a flexible schedule

Please send resumes to HR@AirIT.com