

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 self-motivated and experienced individual to fill a full time role as a **Help Desk Support Engineer** at our **Orlando, FL** location.

Summary:

This position will provide support for customers and internal employees.

Essential Duties and Responsibilities: Perform administrative duties for the Executive including, but not limited to:

- Provide remote support for IT systems and networks, including system upgrades and hardware configuration
- Respond to customer questions concerning Amadeus Airport IT Products and Solutions
- Apply proactive problem management and anticipate potential incidents
- Take ownership of customer issues from acknowledgement through to resolution, facilitating investigation and problem solving to ensure that issues are progressed and resolved in defined time frames
- Escalate incidents outside the scope of team competencies to 3rd level resolver groups within Amadeus or to external service providers and follow-up to ensure resolution. Undertaking validation on resolutions to ensure that issues have actually been resolved
- Provide Amadeus customers with updates on the status of issues
- Collate errors and resolutions relating to Airport IT products and update trouble shooting documentation
- Identify functional and technical trouble shooting scenarios, error messages incidents related to Airport IT products, and create and implement corresponding knowledge solutions
- Document service recovery and workaround solutions
- Customer Service design and implementation. Implementing processes and troubleshooting for Airport IT products
- Develop, source, disseminate and leverage customer support service solution knowledge
- Deliver functional and support training to internal staff and customers

- Ensure that the support environment is properly configured and data updated prior to roll-out of new or adapted services
- Deliver internal and customer training
- Provide onsite support during customer implementations

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 in IT or Business
- ITIL V3 foundations Certification
- Experience in supporting clients, peripherals, network connections, servers and infrastructure hardware configuration, etc.

Travel Requirements:

- 10% travel required

Send Resumes to HR@airit.com