Support Manager, Business Systems
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 **Support Manager, Business Systems** at our **Orlando, FL** location.

Summary: As part of Amadeus Airport IT based in Orlando this position/person will perform product demonstrations, trains, investigates and resolves software and hardware problems for computer users by performing the following duties. These Duties and Responsibilities are to be performed from the Orlando office and periodically performed remotely, from a customer location, or home office as required.

Essential Duties and Responsibilities: This includes and is not limited to:

- Performs product demonstrations for potential customers
- Performs on-site training for customer staff
- Performs setup, training and demonstrations of the PROPworks products during the annual user conference
- Contract management of PROPworks customers, new, renewals, changes, additions, subtractions
- Answers, evaluates, and prioritizes incoming telephone, voice mail, e-mail, in-person, and opened customer requests for issues, bugs, enhancements, or assistance from users experiencing these items with the PROPworks® application or modules
- Logs and tracks tickets using support application; maintains related problem documentation and provides periodic status reports
- Evaluates by interviews and probes user to collect information about problem and leads user through diagnostic procedures to determine source of error
- Handles problem recognition, research, isolation, resolution and follow-up for routine user problems, referring more complex problems to the software developers
- Assists customers with product upgrades when required
- Logs and tracks software bugs for the development team
- Logs, tracks and prioritizes customer enhancement requests for the development team
- Assists in project planning and software development
- Consults with programmers to explain software errors, schemas errors or to recommend changes to programs
- Record and track project costs and/or revenues
- Document change control records
- Coordinate project activity; work with Project Managers on scheduling and joining project meetings

- Adheres to the contracted support hours with PROPworks® customers, including a work schedule from 8am to 5pm Eastern Time, regardless of work location
- Uses company provided (or company paid) technology, including laptop, software and mobile phone to perform duties and responsibilities
- Maintains network access to perform duties and responsibilities remotely per company guidelines
- Responsible for Coordination with other organizational departments including but not limited to: Implementation, Solution Design, R&D, and Accounting.
- This position requires direct coordination with the NORAM ensuring alignment across organizations

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:
- Bachelor's degree (B.A.) from a four-year college or university
- Experience preferred in the following industries: Airport Operations/ Airlines, Property Management, Contract Management and Finance
- 4-6 years related experience and/or training; or equivalent combination of education and experience
- Experience with Contract Management, Change order management, Accounting, Relational databases

Travel Requirements:
35% travel required

Please send resumes to HR@airit.com
Local Candidates Preferred