Systems 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 **Systems Engineer** at our **Orlando, FL** location.

Summary:
Systems Engineer will provide implementation services and support to Amadeus Airport IT Americas airport and airline customers. The System Engineer will work with Amadeus Airport IT Americas product delivery, project managers, and other system engineers and will use their existing background of supporting and delivering applications, networks, servers, databases, and solutions, to design, install, and support applications and solutions remotely and on-site. This role requires interaction with customers on a daily basis to determine implementation requirements, understand client issues (and enhancement requests), provide support and deliver formal and informal application training. This role also requires strong documentation skills which will be used for the creation and delivery of high-quality user & technical documentation, such as implementation manuals, support guides, training programs, and other project/ product documentation, as required.

Essential Duties and Responsibilities: include the following
- Performs on-site implementations of Airport IT Americas systems. This involves hardware (computers, monitors, and peripherals), server, operating system, database, network and Amadeus Airport IT application requirements gathering, design, consulting, installation, integration and configuration
- Participates in rotating support schedule for 24/7 customer support
- Performs on-site & remote application and system support and upgrades of installed Airport IT Americas solutions
- Responds to customer and internal system support inquiries/issue concerning systems operation. Diagnoses and resolves software issues and communicates problem issue and resolution with customer

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:
- University degree or equivalent work experience
- Minimum 3 years hands on PC computer hardware building/installing/supporting
- Minimum 3 years in a customer service environment
- Experience with Microsoft Server O/S VMWare ESXi, Cisco Switches, DBA Skills, SQL
- Managerial experience working in a team environment preferred
- MCSE, VMWare, Cisco Certification a plus

Travel Requirements:
- 75% travel to various locations in the Americas

Send Resumes to HR@airit.com