



We are seeking a passionate and talented individual to join our team in the role of
Client Product Specialist.

Location: Saint John, New Brunswick & Ho Chi Minh City, Vietnam

Who is InteliSys Aviation?

Named the *New Brunswick Exporter of the Year, Top 10 Most Innovative Aviation & Aerospace Solution Providers 2018* and voted one of the *Best Places To Work In Atlantic Canada*, InteliSys Aviation is the best-kept secret in the Maritimes.

InteliSys is focused on providing airline passenger reservation and cargo management software to airlines of all sizes and business models, currently serving over 45 airlines from around the globe. InteliSys boasts an open platform system that gives airlines the freedom to do more, bringing in maximum value and growth to their airlines. Our team is passionate about helping our airline clients thrive, while enabling exceptional passenger experiences for air travellers worldwide.

You:

- Crushed it in school and are proud of it
- Are a team player
- Take initiative and make things happen
- Are confident in your own skills while valuing the contributions of others
- Have superb phone and personal communication skills
- Are empathetic and always put those you are serving first
- Have strong technical and creative skills
- Are the person friends and family look to for answers to hard problems
- Love your craft
- Are self-motivated and resourceful with the ability to multitask and prioritize
- Have a competitive nature, setting the bar for the role you play
- Are an excellent and patient communicator that is not afraid of conflict
- Possess natural leadership skills
- Have the ability to carry out job responsibilities with minimal direction
- Are extremely detail oriented
- Have great telephone skills with good customer service ethics; positive and professional manners over all channels of communications (telephone, emails and related modes)

We:

- Value your insights and intelligence more than your experience or background
- Love to ask “why not?” and “what is stopping us?”
- Make decisions based on data and evidence regardless of the presenter’s job title
- Appreciate great questions
- Celebrate great ideas
- Are constantly striving to improve
- Have a tight-knit team who love to laugh and have fun together
- Put our customers first and have a deep appreciation for the aviation industry

We have big expectations for ourselves. We need amazing people like you to help bring out the best in us, and we promise to help bring out the best in you. Along the way, we will work through problems together, provide constructive feedback and ensure that you have an understanding environment that you love coming to every day. We work hard, but strive for a healthy work-life balance for all of our team; offering an exceptional benefits program, free beer on Fridays, and a strong corporate culture with many team outings...who knows, you might even find yourself on a canoe trip!

Responsibilities:

- Provide first and second level support for questions and issues reported by our airline clients regarding the amelia software suite
- Collaborate with Business Analysts, Product Management, Developers, and other team members to ensure delivery of high-quality software
- Analyze, troubleshoot and solve 1st Level issues related to the amelia suite of products
- Offer professional, friendly, and efficient support to clients through phone and JIRA service desk
- Establish and maintain a comprehensive technical understanding of all amelia products and applications, including how they interact with third party systems and each other
- Troubleshoot support questions or defects using shared knowledge platforms as well as personal research and critical thinking skills
- Update support cases with actions taken, information gathered, and all internal or external communications
- Uphold the team’s high standard of precise and thorough documentation
- Maintain service level agreement standards for support cases response times and issue resolution times
- Own the role of Emergency Coordinator during severity one issues and outages which includes; contacting relevant development, operations, and executive team members, maintaining a full understanding of the issue as it evolves, creating communication channels for internal discussion, ensuring continuous momentum

towards the issues resolution, maintaining communication channels with the affected client, providing detailed documentation of the event timeline and actions taken, and creating the rough draft root cause analysis

- Handle highly sensitive information and uphold/enforce all data security measures to ensure all information is protected
- Create and maintain internal and customer-facing knowledge base articles and guides
- Be an advocate of ameliaRES to clients and external bodies whilst bringing any shortcomings to Leadership team's attention
- Maintain technical and application knowledge of all supported products through hands-on experience, internal and external training
- Maintain knowledge of hardware and software as appropriate to the role

Desirable Skills and Experience:

- Diploma / Bachelor's Degree holder in any of the relevant disciplines such as Information Technology, Information Management, or equivalent education and experience
- Minimum of two years of technical support role, preferably in the airline domain
- Minimum 2 years in the airline industry with reservations system skills and knowledge, or
Minimum 2 years in an On-line Travel Agency
Knowledge in Fare & Pricing / Ticketing is preferred
Knowledge in web services and shopping technical support is an advantage
Knowledge of GDS (E-Ticketing, Type A, Type B, Interline messaging)
- Strong analytical skills and technical problem-solving abilities
- Experience in a high pressure and dynamic technical environment
- SQL Server, Windows Servers and Linux Operating Systems
- Working experience in customer service within a technical service / call centre or helpdesk environment, supporting software applications on Microsoft technologies

If this sounds like you, please apply here, or reach out directly and contact us at careers@intelisysaviation.com quoting "Client Product Specialist Team" in the subject line. We look forward to hearing from you!

We thank all applicants for their interest, however, only those selected for an interview will be contacted.