



Legacy Specialist  
Ho Chi Minh City

## ABOUT INTELISYS

*InteliSys Aviation Systems, with headquarters in Canada and a local office in Ho Chi Minh City, is an established leader in airline passenger reservation and cargo management software with their ameliaRES and ameliaCARGO products. InteliSys' software is used by more than 40 airlines worldwide. InteliSys is looking for great people to join our team in Ho Chi Minh City.*

*If you are a smart hardworking person looking to join a great worldwide company, potential travel to Canada and grow your career, please read below and apply today.*

## JOB DESCRIPTION

*We are looking for a **Legacy Specialist** with a deep understanding of the Airline/GDS industry to join our growing team. The ideal candidate will love to learn and share their knowledge and expertise with others and have an ability to simplify and effectively communicate technical solutions to customers. They have a proven track record of delivering reliable solutions to complex problems and experience in GDS/airline reservations, inventory, schedules, e-ticketing and EMD and departure control services.*

## DUTIES AND 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 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*

## **SKILLS AND EXPERIENCE**

- *Minimum of two years experience working in a technical support role, preferably in the airline domain*
- *Minimum of 2 years experience in the airline industry with reservations system skills and knowledge, or minimum 2 years in an On-line Travel Agency*
- *Knowledge of GDS ( E-Ticketing, Type A, Type B, Interline messaging)*
- *Working experience in customer service within a technical service/call centre or helpdesk environment, supporting software applications on Microsoft technologies*
- *Diploma/Bachelor's Degree holder in any of the relevant disciplines such as Information Technology, Information Management, or equivalent education and experience*
- *Strong analytical skills and technical problem-solving ability*
- *Extremely detail oriented*
- *Experience in a high pressure and dynamic technical environment*
- *Great telephone skills with good service ethics; positive and professional manner over all channels of communication (telephone, emails and related modes)*
- *The ability to carry out job responsibilities with minimal direction*
- *Self-motivated and resourceful including the ability to multitask and prioritize work items*
- *Proficient in SQL Server, Windows Servers and Linux Operating Systems*
- *Knowledge in Fare & Pricing/Ticketing is preferred*
- *Knowledge in web services and shopping technical support is an advantage*

*If interested please contact Dayna Lutes at [dlutes@intelisysaviation.com](mailto:dlutes@intelisysaviation.com).*