

Expertis Solutions

<https://expertissolutions.com/job/sr-aircraft-customer-support-specialist/>

Sr. Aircraft Customer Support Specialist

Description

OUR CLIENT IS SEEKING:

Sr. Aircraft Customer Service Management Specialist

Full-time Permanent role

Location – Downtown Montreal (Hybrid work model – must be 3 days per week in the office)

Our client is a leader in the air transit space around the world, nearly every passenger flight relies on their technology, almost every airport and airline does business with them, and it's their job to support their IT operations. As the world's leading air transport IT and communications specialist, they are committed to meeting the demands of the air transport industry around the clock, every day.

As a **Senior Aircraft Customer Service Management Specialist**; you will be responsible for managing our client's aircraft customers' satisfaction. You will oversee performing the **customer service management** activities for our client's COCKPIT products and services in the AMER region (addressing airlines, avionics manufacturers, resellers, and Air Navigation Service Providers customers).

Responsibilities

What we need your help with:

- You will be accountable for a set of airline customers (including key and large accounts) with regards to our client's aircraft "Cockpit" portfolio of products.
- Monitor the key performance indicators available to ensure that the product performance delivered to the customers is meeting the customer defined service levels. When applicable, initiate and coordinate service improvement plan.
- Manage the customer satisfaction and ensure all customer feedback is addressed to improve and develop customer loyalty. Manage customer service reviews.
- Provide expert enquiry handling in coordination with the client's 24/7 Support Service desk, for service requests which require further investigation or analysis. When necessary, you will work with Level 2 and 3 support teams and external parties: airframe manufacturers and/or avionics vendors to coordinate the resolution of the problem.
- Manage and produce identified reporting to these airlines and internal teams; including trend analysis, actions and service improvement plan action tracking and management.
- Ensure customer feedback and requirements are channeled to our client's Product and Business Development teams.
- Work with customers to improve their aircraft operations by optimizing and expanding their use of our client's services.
- Deliver customer training for our client's products and services.
- Maintain configuration profile and customer configuration data integrity.
- Provide pre-sales and ability to understand customer technical requirements.

Hiring organization

Expertis Solutions Inc.

Employment Type

Full-time

Beginning of employment

January 2023

Duration of employment

Full-Time

Industry

Air Transit

Job Location

Montreal, Quebec, Canada

Base Salary

\$ Competitive Salary - \$ Benefits and Perks

Date posted

January 3, 2023

- Participate in user workshops to validate customer requirements and to confirm technical specifications in cooperation with other expert teams.

Qualifications

What we are looking for:

- **Communications: MUST BE FLUENT in English and Portuguese.**
- University degree or equivalent preferably in Electronics, Telecommunications, Computer Science, Engineering, Mathematics or Aviation.
- **2-6 years of professional experience in the Technical Support domain** (preferably in the Airline, Aviation or Telecommunications industry: Satellite or Terrestrial VHF radio communications).
- Proven experience in multi-country, multi-disciplinary, multi-cultural organizations, or projects.
- Analytic skills: ability to build and structure an analysis, manage trending, detect patterns.
- Good reporting skills and Problem-Solving skills.
- Autonomy, ability to work with remote teams.
- Excellent presentation and communication skills, both verbal and written.
- Excellent team player, strong communicator, and ability to work under pressure.
- Ability to **travel 25%** of time and represent our client in front of customers and at large or senior level audiences.

Nice-to-have:

- **Spanish** and/or another language will be an asset;
- Knowledge of **ITIL** and IT Service Management (**ITSM**) practices and procedures would be an asset.
- Knowledge of **ACARS** air-ground based communications protocols and aircraft avionics is an asset.
- Knowledge of ground-based communications protocols such as Internet Protocols (IP) is an asset.