



Bilingual Technical Support

Are you tech savvy, fluent in French, and have an interest in aviation? Have any experience working with pilots, flight operators, or airport staff? Or general experience in the tech, aviation and innovation sectors here and/or in the United States?

If the answer is yes, you'd be a great fit for our team. Tech Support at AirSuite is much more than trouble shooting, we're looking for someone friendly, and professional who is willing to build healthy, responsive relationships with Canadian and Francophone fixed wing and helicopter clients.

Our product, Cirro by AirSuite, is a flight operations management software system. Essentially, we're an Electronic Flight Bag customized for flight operations managers and their entire fleets, used for all aspects of flight planning, scheduling, compliance, and safety. Our software works on all devices in an app format, available on PC, Apple, and Android.

Companies across Canada are currently flying with Cirro, which is why we're expanding right here in Thunder Bay.

The Job

- Perform product demonstrations to prospective clients, tailored to their needs.
- Conduct new account setups.
- Provide training on new accounts, most often online, with some on-site support.
- Deliver professional support for all users by email and phone.
- Be a client liaison to the development team, clearly communicating bugs and feature requests.
- Perform quality assurance on newly developed features or bug fixes prior to release.
- Work 40 hours per week.

Requirements

The ideal candidate is:

- interested in aviation for example, experience as a licenced pilot, engineer, scheduler, dispatcher, flight attendant, aviation student, or flight service representative. This is not a flying role, but any ability to "talk the talk" means you have an advantage;
- fluent in French and English,

- knowledgeable and understanding of client needs,
- experienced working with iOS and Android devices;
- skilled in Microsoft Excel.

(Optional Skills) You'll stand out if you have:

- some knowledge of aviation regulations,
- a resident of Thunder Bay or willing to relocate here,
- two years of experience working with or for American clients,
- experience with customer service, quality assurance testing, or product support;
- understand basic development, JSON format strings (optional),
- an understanding of GitHub (optional),
- ability to travel within Canada (once or twice annually).

Benefits

- Salary range of CAD \$50k-\$60k, to commensurate with your skill level and experience.
- Company health benefit plan with 80% coverage on medical, dental and vision.
- 15 days of paid vacation per year.
- A team of friendly technical support staff and mentors to work with.

Work Environment

We're a fast-growing tech company, with a head office in Thunder Bay backed by a team of local professional developers. We're an equal-opportunity employer and our environment is young and friendly.

Our priority is to hire local—any starting position here is an opportunity to advance. AirSuite has a bright, spacious, centrally located office at 1205 Amber Drive in Thunder Bay. Incentives to relocate to Thunder Bay are available.

To apply, please send your CV and a one-page cover letter to apply@air-suite.com by 4:30 p.m., December 6, 2022. Please clearly indicate that you are applying for the "Bilingual Tech Support" position on your cover letter. Only shortlisted candidates will be contacted.