



Flexibility makes the difference



AIR SUPPORT

The creators of PPS Flight Planning, CrewBriefing and OpsControl Flight Watch

FLIGHT PLANNING SUPPORT SPECIALIST

WE ARE BUSY, AND WE ARE LOOKING FOR A NEW COLLEAGUE FOR OUR SUPPORT TEAM. DO YOU HAVE A PASSION FOR AVIATION, GOOD IT-SKILLS, COMBINED WITH EXPERIENCE FROM PREVIOUS POSITIONS AND WITH A NATURAL TALENT FOR GOOD CUSTOMER SERVICE? THEN YOU MIGHT BE THE ONE WE ARE LOOKING FOR.

THE POSITION

Based at our Headquarters in Billund Airport and reporting to our Chief Customer Support Officer, you will be a part of our highly dedicated Support team. After completion of internal training provided by AIR SUPPORT, you will provide online and onsite support to our customers and be a key account holder for a number of customers worldwide. You will participate in different types of duty arrangements in rotation with the rest of the support staff.

PRIMARY TASKS

- Daily online support for our customers.
- Identify and handle customer issues, via phone, mail, TeamViewer etc.
- Provide training for customers, online and onsite.
- Lead implementations for new customers.
- Installation of software remotely.
- Participate in test and development of new applications.

WHO ARE YOU?

We are looking for someone who can identify him-/herself with the below:


You...

- are proactive and ambitious.
- are focused on providing a fast and efficient service to customers.
- have a methodical and analytical approach to your work with high levels of accuracy and details.
- embrace changes and you can adapt to new demands and tasks quickly.
- can work under pressure and assume ownership of your duties.
- can multitask in a quick-paced environment.
- have high level of responsibility.
- are loyal and have a positive attitude.
- are a team player but can also work independently and you have a high level of drive.
- can maintain the "big picture", even when tasks are complex, and deadlines are tight.
- can identify yourself with our motto:

"FLEXIBILITY MAKES THE DIFFERENCE"

PROFESSIONAL REQUIREMENTS

- You have a background from the aviation industry, either as a Pilot, controller, ATS, dispatch etc.
- You have good IT knowledge and preferably experience with debugging.
- You have some knowledge of Eurocontrol, ICAO, EASA and FAA regulations.
- Fluent in English and preferably Danish, other language skills will be appreciated.
- Good communication skills.
- Experience in providing training is an advantage.
- Knowledge of software development is an advantage.
- You are familiar with risk management, safety management systems, and quality assurance.



WE OFFER

An exciting work environment where 2 days are rarely the same. At AIR SUPPORT you will find a lot more than just a job. We offer a friendly, fun, cheerful and informal professional work environment, with a high degree of passion and drive.

Our employees are encouraged to participate in creating a good work environment across departments and work with mutual respect within the organization.

Attractive staff benefits and salaries according to qualifications.

If you have any questions about the position, please contact Chief Customer Support Officer, Henrik Holm, +45 7533 8889.

DOES THIS SOUND LIKE YOU?

Please send your application and CV as soon as possible, to get the opportunity to become part of an exceptional team, driven by a customer-centric and innovative mindset. We continuously scan applications and call for interviews on an ongoing basis until we have found the right candidate for the position.

Send application and resume to: job@airsupport.dk

ABOUT US

AIR SUPPORT was founded in 1989 and is a leading provider of computer flight planning and software solutions customized to the global aviation industry. We are 60 employees in 2 locations - Billund and Odense, Denmark. We serve more than 450+ customers, in more than 100 countries worldwide.



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PPSFLIGHTPLANNING.COM

We are the creators of PPS Flight Planning, Crewbriefing App and OpsControl
- professional software systems developed for the aviation industry.

