amaDEUS

Test Systems Engineer

XTC organization provides test system services and support to both the Engineering Community & external customers, on complex cross-division and cross-site projects.

The test & Platform Services (TPS) department, a subpart of XTC, provides functional and technical support for all test systems: Customer Facing Test Systems (CFTS), training systems (SKL), and Internal Test Systems (ITS). The TPS team handles incidents and problems, but also configuration change requests on all Test Systems.

The customer care, Consultancy & Communication Service (CCS) team, which is also part of the XTC department, intends to develop Customer services on tests systems by leading, formalizing and defining governance on initiatives for improving, monitoring, and reporting on the quality of service provided to Global Customers in the context of Customer Satisfaction pre and post-implementation.

In this role you will :

- The Test Systems Engineer demonstrates good transversal technical & functional knowledge, he/she will have to learn and understand most of Amadeus application functionalities, and their architecture/ dependencies, to perform investigations on any type of functional issue.
- His/her main goal is to offer the best possible customer experience on Amadeus Systems, with the help of various techniques such as proactive monitoring, problem management, continuous improvement, etc.
- He/she needs good troubleshooting and investigation capabilities. Technical understanding is also a must-have to properly drive recovery efforts.
- In a DevOps spirit, he/she is capable of coordinating parallel investigations with various experts (DEV, PDA, SRE, BU, etc.), and eventually running direct recovery actions.

About the ideal candidate:

Technical/Functional Excellence

• Provide functional support and perform the first level of investigation for customer functional staff
• Acknowledge, investigate, and when possible recover incidents within service level agreements

• Handle external customer's questions concerning Amadeus Products and Solutions
• Proactive Incident Management: Monitoring functional services and products to detect issues, raise alerts, and ensure quick service recovery, in synchronization with operational services, so that we meet our SLAs/OLAs
• Monitor response time metrics of main functional services and products to detect performance degradation, raise alerts and ensure service recovery, by being in contact with the various subject matter experts (DEV, PDA, SRE, etc.)
• Identify issues, source the necessary information to perform analysis, assess impact and criticality, and draw reasonable conclusions
• Summarize and provide regular status with accurate information during the Incident management process
• Follow-up issues spotted through internal functional monitoring, and trigger actions to ensure the usability and stability of the products
• Problem Management: analyze or coordinate analysis of the root cause of major issues, liaising with development teams if needed. Ensure long-term resolution in order to avoid the same issue from reoccurring again
• Responsible for the monitoring of the software quality KPIs (functional usability, but also operational criteria and response time)
• Identify and measure key performance indicators to evaluate system stability and process compliance, of various applications
• Design and develop automated functional test case scripts
• Ensure proper application monitoring to guarantee the service level agreements on the test systems, in the transition from the legacy infrastructure to the Cloud
• Ensure systems are maintained to agreed standards and all relevant configurations are documented/preserved

Customer Care
• Perform the necessary tests on the customized solution before it is delivered to the customer
• Accompany and support the customer during all testing phases (acceptance test of Amadeus products, but also third-party or customer-owned solutions)
• Monitor customer satisfaction
• Provide Amadeus customers with updates on the status of critical problems

Methodology & Knowledge sharing
• Coach/mentor less experienced team members on any team's skills or knowledge
• Understanding current incident classification and prioritization criteria
• Be familiar with the ITIL process.
• Project Contribution (active participation, consulting)

Communications skills
• Demonstrate excellent written and verbal communications skills, as well as excellent listening skills, with external and internal customers

What we can offer you:

- Get rewarded with competitive remuneration, individual and company annual bonus, vacation and holiday paid time off, health insurance, and other competitive benefits.
- Work from anywhere: onsite, hybrid, or fully remote.
- Professional development to broaden your knowledge and enhance your skills with online learning hubs packed with technical and soft skills training that allow you to develop and grow.
- Enter a diverse and inclusive workplace, join one of the world's top travel technology companies and take on a role that impacts millions of travelers around the globe.