

ARTICLE 11- CLASSIFICATIONS AND QUALIFICATIONS/WORK SECTIONS

(1) Work Sections

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(a) Employees covered by this Agreement shall be assigned to one of the following work Sections:

- (1) Simulator Operational Support
- (2) Audio Visual
- (3) Technical Support

~~Appendix B of this agreement contains the descriptions of the following classifications:~~

- ~~(1) Flight Simulator Technician~~
- ~~(2) Associate Flight Simulator Technician~~
- ~~(3) Technical Coordinator~~

(b) The above work sections have been established by the Company for the purpose of determining to which particular work section hereunder specific work and duties will be assigned. There may be times when as a result of new work or equipment or a change in the work process, the Company will reassign, or combine work and duties that have been performed in one work section to another work section. In accomplishing such reassignment, the Company reserves the right to create a work section or combine work sections which may result in the elimination of a work section, to meet operational requirements.

(c) In establishing these work sections, the parties recognize that the descriptions are not necessarily all inclusive. When it is necessary to determine to which work section any work and duties not yet described will be assigned, the appropriate work section will be determined by where the majority of the normally assigned work and duties lie.

(d) Nothing in this Article is intended to preclude normal employee cooperation one with the other, nor is it intended that where employees have rendered assistance one to the other that the terms of this Article preclude such continuing.

(e) Where work sections may not be in existence, the Company and the Union recognize that the initial filling of these new work sections should be accomplished in a manner that is of the most benefit to the operation. Such initial selection and placement of qualified personnel will be accomplished through the use of

a Selection Panel as defined in Article 12. Incumbents in current work sections will not be displaced during the initial establishment of these new work sections.

### (2) Performance Evaluations

(a) Whenever and wherever performance evaluations are used to determine the competency of an employee for assignment or transfer, these performance evaluations will be prepared by the Company. Performance evaluations will be of the practical demonstrative type. The Union may provide an observer to the administration of the performance evaluation and, in the event of a dispute as to the competency of the employee to meet the requirements, the results will be reviewed and qualifications of the employee determined by the responsible Department Head. The decision of the Department Head will be final and binding. The performance evaluation must be successfully completed no later than four (4) months following assignment to the work section. The employee will be required to successfully demonstrate competence on 50% of those items for which the employee has been checked off by his manager as having received formal or on the job training.

(b) Copies of the performance evaluations and of any revised or new performance evaluations will be furnished to the Union prior to their use. When the Union has objections to any portions of any revisions or of any new performance evaluations, the same may be discussed by the Union with the Company upon thirty (30) days notice from the date the tests are received. If agreement concerning the objections raised cannot be reached, the performance evaluations may be placed in effect and the Union may take up the disputed points as a grievance under Article 31 and 32 of the Agreement.

(c) In the event of such objections, the Company will continue its established requirements or qualifications standards in effect, and the Union may appeal its objection to the System General Board of Adjustment in accordance with the provisions of Article 32.

### (3) Classifications

#### (a) Flight Simulator Technician

A Flight Simulator Technician will possess practical and theoretical knowledge required in the simulated environment. Such knowledge will include but is not limited to proficiency in analog/digital theorems and techniques at a level to include some design capabilities, system concepts on computer systems, linkage, data storage devices and peripheral equipment, proficiency in software language manipulation, skills necessary for system troubleshooting, remodeling and trainer enhancements, proficiency in hardware/software and electronics.

A Flight Simulator Technician will perform as required or assigned the maintenance of aircraft systems operation, emergency evacuation trainers, visual flight

crew training devices, mock ups, motion systems, control loading, and classroom training equipment; when assigned, the Flight Simulator Technician will perform maintenance of baggage X-ray equipment and miscellaneous audio and visual equipment.

In addition to the maintenance of equipment as above described, the Flight Simulator Technician may be assigned to assist in the development and enhancement of trainers and systems, system evaluation, testing and programming of software as necessary to maintain equipment operational certification for simulator operation and related training equipment.

As required or assigned, the Technician will research vendor sources to provide essential ~~resonant~~ or spare parts, maintain required maintenance records, coordinate with Federal Aviation Administration Agency personnel, conduct training of other Flight Simulator Technicians or Associate Flight Simulator Technicians, attend vendor training, generate technical documentation for example (instruction manuals, wire lists, system schematic drawings, mechanical assembly drawings, etc.) fabricate training equipment parts or complete pieces of equipment, perform and evaluate simulator flight functions, perform modifications to maintain equipment operating requirements, implement engineering change orders, and bulletins advise flight training staff on the operation of training equipment and perform non-technical tasks, as required by the simulator support department.

A Flight Simulator Technician will maintain proficiency as possible in the practical and theoretical knowledge required to perform the full scope of this job classification.

When a Flight Simulator Technician is successfully selected as a Lead Simulator Technician and bids a line, he will perform the duties as presently assigned and may be required to perform additional duties as determined by management and the needs of the operation. The Lead Simulator Technician will be responsible to management for the overall performance on the job of the employees assigned to his crew, including the timely and satisfactory completion of work assignments, by insuring that:

- (1) Management instructions are promptly and correctly complied with.
- (2) Employees assigned to his crew are properly utilized and instructed for the efficient performance of their daily work.
- (3) Monitor the arrival and departure of personnel assigned to him.
- (4) Work assignments are carried out in compliance with operational and safety procedures required by the policies of the Company and appropriate Governmental Regulations.
- (5) Required forms, records, reports and other paperwork are completed legibly and correctly.
- (6) Provide comprehensible oral and written communications and turnovers whenever necessary.
- (7) He will maintain current and active accounts for the needed department and Company computer applications (email, Sabre, etc...).

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- (8) Company records, such as log book entries, maintenance reports and associated forms are completed in a comprehensible and proficient manner.
- (9) Employees assigned to his crew use only those vehicles, tools and equipment on which the Company has determined them to be qualified.
- (10) Assigned equipment is in proper operating condition, scheduled for maximum utilization and operated properly for the purpose intended.
- (11) Hazardous conditions, unsafe practices and improperly functioning equipment and tools are immediately brought to the attention of management.
- (12) The Lead Simulator Technician will be responsible to management for insuring compliance on the job with all Company policies, including those relating to personal conduct while on the job, by those personnel assigned to him.
- (13) He will verify the readiness of Flight Training equipment and the quality of workmanship by individual STES Maintenance personnel.
  - (a) This verification can be accomplished through review of records, equipment testing or the physical examination of equipment and work accomplished.
  - (b) As a part of this process he may be required to designate equipment, material or parts for repair or re-work, replacement or scrap; and may determine the type and manner of repair required.
- (14) Perform and provide technical assistance and guidance in trouble-shooting to an employee or employees assigned to him.
- (15) Maintain knowledge of and work with manuals, supply/parts catalogs, and departmental manuals and publications.
- (16) Coordinate with the Technicians, Instructors and other personnel as relates to the operations of Simulator and Training Equipment Support.
- (17) Arrange through appropriate management for substitute coverage for absentees or for additional people in the event of serious equipment failures or other obvious reasons.

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In addition to the above the Lead Simulator Technician will, upon request, assist management in areas such as but not limited to:

- (1) Periodic evaluation of operational requirements and performance.
- (2) Operational planning and scheduling.
- (3) Evaluation of training methods and techniques.
- (4) Evaluation of equipment and tools.
- (5) Performance appraisal of employees by providing oral advice and comments.

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The Lead Simulator Technician will be qualified in the duties of his classification and will be capable of performing those duties. He will assist his crew in the performance of their duties, provided that assistance does not interfere with the performance of his primary responsibilities as described above. While he is performing such duties, his primary responsibilities will not be assumed by others. However, the above provisions

do not preclude management from directing individual employees when necessary. The Lead Simulator Technician may be required to demonstrate proper work methods, conduct on-the-job training, conduct meetings or indoctrinate employees in new or revised operational procedures, and will communicate with other Company personnel as required in a manner designated by the Company.

Nothing in the above provisions is intended to amend or modify the provisions of Article 28(b) of the Flight Simulator Technicians, Associate Simulator Technicians and Technical Coordinators Agreement.

(b) Technical Coordinators

The work of the Technical Coordinator classification will be comprised of the basic duties and functions within the classification for Flight Simulator Technician. The Technical Coordinator will perform the duties as presently assigned and may be required to perform additional duties as determined by management and the needs of the operation. In addition to and depending upon assignment, the Technical Coordinator classification includes any or all of the following:

Receives assignments from management. Provides technical assistance to engineering and maintenance personnel. Performs research to resolve obsolete parts issues. Assists in the establishment of economic order quantities. Locates new suppliers and vendors to insure a prompt and efficient supply of materials for maintenance and engineering. Assists Stores personnel in requisitioning, receiving and stocking of materials. Maintains Inventory and Requisition databases as assigned. Develops and provides reports on spending performance, inventory levels, requisitions, and maintenance activities. When assigned provides training through both formal classroom environments and OJT sessions to other company personnel. Assists in the development of maintenance procedures, plans and work assignments to facilitate the timely repair of training equipment. Assists in the development of Parts Lists and Preventive Maintenance tasks and schedules. Debriefs flight crews, maintenance and engineering personnel, reviews log records, analyzes all available data when assigned to increase the efficiency and accuracy of procedures and logistical support efforts. Coordinates findings with appropriate personnel to resolve related technical maintenance problems. When assigned provides Network administration and development support to department networks. When assigned provides Client workstation development and support to department network systems. Maintains and administers department network systems and software to support Antivirus Control, Configuration, Maintenance Management Systems, and Documentation Management Systems. Develops and provides assistance on the development of technical training curricula. Monitors operational engineering and maintenance performance to ensure compliance with FAA, SQAAP and standard operating procedures. Monitors simulator and visual reliability performance through maintenance and engineering databases; detects and eliminates repetitive discrepancies through

database analysis. Provides technical information to management on technical, logistical and procedural issues to improve equipment and operational performance. If assigned, works directly with outside contractors and other personnel to provide direct assistance and guidance in the detection and recommended repair action to be taken. Works according to FAA and Company regulations and complies with procedures in all applicable manuals. Communicates with other company personnel as required in a manner designated by the Company.

~~(d1)~~ The parties recognize that the employees of the company possess valuable skills and capabilities that can be better utilized in the operation with expanded job classifications. To address that the Company will establish a Technical Coordinator classification. This classification will be established to recognize, enhance and promote better use of the skills available within the workforce, and will be administered solely by the Company.

~~(e2)~~ The Company reserves the right to discontinue the use of the Technical Coordinator classification at any time at its sole discretion. Such discontinuance will not be subject to review under grievance procedures. If the Company decides to discontinue the Technical Coordinator classification, the Company will meet with the Union to discuss the distribution of work between the remaining classifications under this agreement.

~~(f3)~~ Technical Coordinators will be assigned within the Technical Support work section.

~~(4a)~~ Qualifications for the Technical Coordinator: An applicant for the position of Technical Coordinator will possess a minimum of ten (10) years experience in the maintenance of Flight Simulators or Visual Systems and will have worked for the Company as a Flight Simulator Technician a minimum of (1) year.

~~(2b)~~ Additional qualifications may be required to meet operational needs due to changing technology or work practices. Such additional qualification requirements will be posted at such time as the opening is posted.

~~(3c)~~ The applicant shall possess and be able to demonstrate advanced knowledge, practical and personal skills or abilities in the following areas:

~~a1.~~ A proven or past personal performance history of possessing a high degree of initiative, dependability and the capability of working with minimal supervision.

~~b-2~~ Procedures and techniques used in troubleshooting and repair of simulators and visual systems used by the Company utilizing the documentation provided by the manufacturer or other sources.

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~~e3.~~ Proficiency in the use of manuals, supply catalogs, procedures, schematics and other documentation and reference tools.

~~e4.~~ Proficiency in both oral and written communications for the instruction of employees, individually or in a group. Proficiency in developing training courses and administrating training procedures provided by the company.

~~e5.~~ Completion of Company records, to include but not limited to; reports, log books, Change forms, and other associated forms in a comprehensible and proficient manner.

~~f6.~~ In depth knowledge of Personal Computers, application software and networking fundamentals.

~~g7.~~ Excellent communication skills.

~~h8.~~ Organizational skills.

~~i9.~~ Knowledge of logistical and support methodologies and procedures.

(c) Associate Flight Simulator Technician

An Associate Flight Simulator Technician will possess the theoretical and practical knowledge required in the simulated environment and the ability to demonstrate the practical knowledge requirements and associated skills necessary to qualify as an Associate Flight Simulator Technician. Said Associates will have at least two (2) years of formal training in simulation technology, computer science or equivalent.

~~(g) — Nothing in this Article is intended to preclude normal employee cooperation one with the other, nor is it intended that where employees have rendered assistance one to the other that the terms of this Article preclude such continuing.~~

~~(h) — Where work sections may not be in existence, the Company and the Union recognize that the initial filling of these new work sections should be accomplished in a manner that is of the most benefit to the operation. Such initial selection and placement of qualified personnel will be accomplished through the use of a Selection Panel as defined in Article 12. Incumbents in current work sections will not be displaced during the initial establishment of these new work sections.~~

~~(i) — Performance Evaluations~~

~~(1) — Whenever and wherever performance evaluations are used to determine the competency of an employee for assignment or transfer,~~

~~these performance evaluations will be prepared by the Company. Performance evaluations will be of the practical demonstrative type. The Union may provide an observer to the administration of the performance evaluation and, in the event of a dispute as to the competency of the employee to meet the requirements, the results will be reviewed and qualifications of the employee determined by the responsible Department Head. The decision of the Department Head will be final and binding. The performance evaluation must be successfully completed no later than four (4) months following assignment to the work section. The employee will be required to successfully demonstrate competence on 50% of those items for which the employee has been checked off by his manager as having received formal or on the job training.~~

~~(2) — Copies of the performance evaluations and of any revised or new performance evaluations will be furnished to the Union prior to their use. When the Union has objections to any portions of any revisions or of any new performance evaluations, the same may be discussed by the Union with the Company upon thirty (30) days notice from the date the tests are received. If agreement concerning the objections raised cannot be reached, the performance evaluations may be placed in effect and the Union may take up the disputed points as a grievance under Article 31 and 32 of the Agreement.~~

~~(3) — In the event of such objections, the Company will continue its established requirements or qualifications standards in effect, and the Union may appeal its objection to the System General Board of Adjustment in accordance with the provisions of Article 32.~~

AMERICAN AIRLINES, INC.

ATTACHMENT 11.1 - ASSOCIATE FLIGHT SIMULATOR TECHNICIAN PROGRAM

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Section I - Purpose

The following program is intended to provide the method by which qualified employees may be hired into the Associate Flight Simulator Technician classification. It is intended that employees in this classification will be provided with classroom and on-the-job training to achieve sufficient technical knowledge, theory and creditable experience and ability to qualify for a Flight Simulator Technician position.

Section II - Eligibility and General Provisions

- a. The employees in the classification of Associate Simulator Technician will be eligible to participate in this program.
- b. The employee must have the requisite credited experience as determined by the Company, or he/she must have successfully completed an accredited technical school or received credits in recognized technical courses.
- c. The employee must meet all Company established medical requirements, possess appropriate technical school certificates/credits and demonstrate, within sixty (60) days, an aptitude for the Associate Simulator Technician assignments for which he/she will be trained.
- d. Following assignment to the Associate Simulator Technician classification, an employee under this program will be required to remain in the classification until such time as he has the equivalent of six (6) years creditable experience (through on-the-job training) in the designated skill area.
- e. During this period of on-the-job training, employees will be required to satisfactorily complete additional Company designated classroom and self-instructional training courses.
- f. Throughout this period of on-the-job training and course completion, the employee will be required to satisfactorily perform assigned Simulator Technician duties to develop the necessary creditable experience and prove sufficient aptitude and ability for the Simulator Technician classification.
- g. Employees will be assigned to work schedules, work sections, and jobs as necessary to accommodate the technical experience requirements and the needs of the department. Employees in this classification will not be eligible to bid shifts.

- h. The cost of any required self-instructional or home study technical training courses will be assumed by the Company. Employees will not be compensated for the time spent completing any self-instructional or home study courses including written examinations conducted on Company premises. Attendance at Company provided classrooms and on-the-job training sessions shall be compensated as provided in Article 20 of the AA/TWU Simulator Technicians Agreement.
- i. During the period of employee participation in this program, the employee may be required to work overtime for training purposes. The Associate Simulator Technician will not be used to cover overtime in the Simulator Technician classification.
- j. During the period that an employee is assigned to the Associate Simulator Technician classification under this program, he/she will not be considered eligible to transfer to another work section except as assigned. The employee in this program shall begin to accrue Occupational Seniority in this classification only from the date of that assignment in the classification of Associate Simulator Technician and shall be subject to a probationary period under Article 9 of this Agreement.
- k. Provided, however, employees who fail to perform satisfactorily the assigned Associate Simulator Technician duties, or fail to satisfactorily complete the Company designated training course, and pass all appropriate exams, at any time within the six (6) years period shall be removed from the program and the employee will be terminated from the Company.

### Section III - Review Procedures

It is also recognized that the establishment of the new Associate Simulator Technician Program and the implementation of that Program may expose the parties to those problems Associated with the inauguration of any new system. Therefore, each of the parties has reserved the right to bring any problems Associated with the implementation of this Program, whether or not such problem was the subject of discussion during these negotiations, to the attention of the other party. Upon setting forth, in writing, the problem or problems involved the parties will, within thirty (30) days of receipt of such notice, convene a meeting of a Associate Simulator Technician Panel for the purpose of resolving the issue.