



Technical Services – Job Description

Department: Technical Services

Position: Support Engineer II

Description:

Applicants must be comfortable leading and managing multiple projects from award to completion while maintaining customer satisfaction, quality workmanship, timely feedback, and within budget. Applicants must have the ability and desire to work in the field performing site visits, inspections, factory start-up of Igor designed solutions, and provide customer/partner training. Applicants must have the desire and ability to travel Domestically and Internationally 75% of the time.

Responsibilities:

- On-site installation, guidance, training, and troubleshooting of client software, third-party network equipment, and device wiring.
- Design and troubleshoot network configurations and architectures, while providing additional detailed documentation.
- Provide tier 2 support for customers and partners by answering and responding to support phone calls, text messages, and emails.
- Test third-party IoT sensors, actuators, and light fixtures for compatibility with client device hardware and software.
- Collaborate and support on- and off-site with third-party vendors and contractors.
- Create and maintain computer operating system images for use with client software.
- Troubleshoot basic Windows PC and server issues.
- Record and document software, network, wiring, and troubleshooting issues when on-site for purposes of process improvement.

Requirements:

- Must be willing and eager to travel with little notice at times domestically and potentially abroad for short and extended periods of time.
- Must have a valid passport for international travel.
- Associate degree with an emphasis in electrical, networking, or technology, a related technical discipline, or the equivalent combination of education, professional training or work experience.
- Experience with basic computer network design and IP configuration. Cisco experience desired as well as PoE experience.
- The ability to troubleshoot the windows operating system.



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- Strong cause-effect analytical abilities to solve problems.
- Analyze processes, design and implement improvements.
- Ability to learn new products and technologies
- The ability to work with Software engineers, Electrical engineers, purchasers and other staff to achieve project success and further product development.
- Thorough understanding of the Office 365 environment.
- Excellent writing, grammatical and proofreading skills in English.
- Excellent verbal and written communication skills in English.

Desirable:

- Experience with control systems (lighting, HVAC, etc.)
- Experience troubleshooting Windows Server issues.
- Knowledge of construction projects.
- Customer training experience.
- Project management experience.
- Basic DC electrical knowledge.