

Job Description

Posted: 02/02/2018

Location: Peabody, MA USA

Title: Senior Support Engineer

Reports to: Lee Dubé, Director of Technical Support

Type of Position: Full-Time Part-Time Contractor Intern

Hours: 40/week Exempt Non-Exempt

DESCRIPTION

AES Corporation, the leader in wireless mesh radio technology for the alarm and life safety industries, is actively seeking talent for a Senior Support Engineer in the Greater Boston Area. In this role, the ideal candidate will be the “go to” person for the AES Support team to address complex technical issues. This individual will report to the Director of Technical Support and will be immersed into a world of hardware and software technologies where prompt issue resolution is paramount. Being able to quickly learn proprietary architecture and new concepts is a key requirement. Resourcefulness is important, the ability to extract and retain a wealth of tribal knowledge is needed.

The Senior Support Engineer will be working with cross functional teams in Engineering, Customer Service, and Manufacturing to identify trends and product enhancements as well as driving cases to resolution. A typical day will include interfacing with internal and external customers, requiring diplomacy. The ability to influence decisions is a must. Travel is also an integral part of the role, visiting customer locations in support of technical issues onsite and to conduct training. Be ready to serve as a mentor and teach others in this exciting opportunity! AES offers a fast-paced, exciting, and rewarding work environment where our employees thrive. Put your knowledge and experience to work where it matters.

RESPONSIBILITIES

- Respond to customer technical inquiries via phone, e-mail, and web according to priority
- Follow up on outstanding open cases and issues
- Serve as a mentor to junior team members
- Act as a liaison into Engineering
- Perform product trend analysis
- Conduct root cause analysis (including reproduction of issues)
- Participate in weekly on-call rotation
- Perform site visit certifications on AES-installed systems using standardized procedures
- Train the customers at location on the use and troubleshooting of the system
- Contribute solutions to KnowledgeBase that drive self-service adoption

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QUALIFICATIONS

- Alarm industry experience (3+ Years Preferred)
- Solid understanding of Radio Frequency technology
- Experience with RF networks
- Strong organizational skills and the ability to work independently
- Highly developed analytical skills
- Strong knowledge of servers, IP networks, Ethernet, HyperTerminal, remote access programs (TeamViewer)
- Experience with Salesforce, Service Cloud preferred
- Proficient user of the Microsoft Office suite, emphasis on Excel
- Familiarity of hardware manufacturing and software development lifecycle (SDLC)
- Excellent written and verbal communications skills

Education

- Bachelors of Science degree or 8+ Years equivalent of RF technology or alarm industry experience (or combination thereof)

We offer a competitive base salary and benefits, paid vacation and holidays, 401K, and more. Compensation is commensurate with experience.

Please send resume with cover letter (must include salary expectations) to the attention of Human Resources via email at careers@aes-corp.com.

AES is an Equal Opportunity Employer, committed to hiring returning veterans.

Principals only. Recruiters, please don't contact this job poster.

Please, no phone calls about this job.

Please do not contact job poster about other services, products or commercial interests.