

Description

Based in Fredericton, N.B. and reporting to the Director of Customer Solutions, you will be a member of the Customer Engineering & Delivery Team. Your role will be to assist in the delivery of customer solutions and provide post-implementation support to customers using Eigen's industrial AI vision and analytics platform worldwide. You will be involved in aspects of solution design, hardware procurement, and fulfillment, solution testing, logistics for customer delivery, and assist in customer onboarding. In addition, you will monitor customer deployments, triage issues, investigate and assist in the resolution of issues.

Responsibilities

As an Engineering Technician, you will have the following responsibilities:

- Monitor Eigen platform operations and investigate issues or escalations related to the physical assets in customer deployments.
- Triage and investigate issues reported that relate to devices, connectivity, networking, and interoperability of customer deployments.
- Participate in the design and requisition of supply for customer deployments and assist in the fulfillment of orders for customer solutions.
- Assist in the resolution of customer issues and manage the fulfillment of replacement or repair of equipment and devices used on-premise.
- Interact with members of the Software Engineering, Machine Learning, and Customer Success teams to assist in the resolution of customer issues.

Ideal Candidate Requirements

- Diploma or undergraduate degree in engineering and/or information technology.
- Analytical and problem-solving abilities, especially related to IT/OT physical layer communications and hardware/software interfaces.
- Ability to pick up new technologies quickly and demonstrate proficiency and expert understanding of the following technologies is a must:
 - Programmable Logic Controllers (PLCs), M2M connectivity protocols, and machine I/O
 - Strong knowledge of networking technologies and firewalls, working knowledge of multiple operating systems (Linux, Microsoft, etc.), database technologies, and basic programming skills

- Knowledge and exposure to Process Control, Process Automation, Quality Control, and associated compliance and process standards.
- Ability to effectively prioritize and execute on the needs of multiple clients simultaneously, and manage time independently.
- Strong attention to detail and ability to produce detailed analysis and reports.
- Ability to work in an agile team-based environment and establish good working relationships with peers is essential.
- Part of this job may have light physical demands to assist with customer order fulfillment.

About Eigen

We help leading, global manufacturers realize massive savings and reduce waste from their processes through our industrial vision solution. Our dedicated team has not only built a truly scalable AI-enabled solution, we're actually taking industrial vision to the next level. If you are interested in working in a fast-paced environment and like being on the cutting edge of technology, drop us a line at careers@eigen.io.