

## Description

As an Eigen Solutions Engineer, you will work directly with customers to help define, design, deploy, and manage the implementation of Eigen’s AI vision platform. You will be the technical expert representing Eigen during pre-sales activities, and a point of contact through post-sales implementation and support of Eigen. You will be exposed to various customer manufacturing facilities, and be required to quickly understand the production process, converse with experts within manufacturing facilities, and provide guidance and make recommendations related to the effective use of Eigen technology to optimize the customer manufacturing process.

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. You will report to the Director of Customer Solutions. This role will be based in Fredericton, New Brunswick.

## Responsibilities

- Work with various customer stakeholders to identify specific requirements, define project scope, and design candidate solutions for customer implementations.
- Assist and contribute to the creation of customer proposals, which will include fully describing the scope, schedules, materials, resources, and pricing for the customer.
- Assist in the configuration of integration (“Smart Object”) software, and base Eigen Smart Module software.
- Train customer Operators and Engineers on how to use the Eigen solution, and help ensure successful adoption within customer teams.
- Act as a primary point-of-contact within the customer accounts to: escalate issues affecting the success and adoption of Eigen by the customer, facilitate quick resolution of customer issues, identify opportunities for expanded deployment within customer accounts, deliver and demonstrate the ongoing value to the customer, and maintain good working relationships with our customers.
- 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 supplies 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.

## Requirements

- University Degree in Engineering or extensive applied Engineering technical training and experience.
- Proven analytical and problem-solving abilities – ability to think on your feet and communicate effectively and clearly.
- 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 documents and reports. Strong oral and written proficiency is required.
- Expertise and experience with Process Control, Process Automation, Quality Control, and associated compliance and process standards.
- The ability to pick up new technologies quickly and demonstrate proficiency and expert understanding.
- Demonstrated ability to grow your knowledge as the team grows, and to take on increasing responsibility for providing direction.
- Strong project management and leadership skills.
- Part of this job may have light physical demands to assist with customer order fulfillment.
- You may be required to travel extensively throughout North America, and sometimes on short notice. (Note: some manufacturing facilities require pre-access drug screen testing to be on-site, and you will be required to pass a screening as a requirement for this position.)

We are a young company, operating at an aggressive and fast pace, with innovative self-starting individuals. We have a very flat organization, and our team operates on a high level of autonomy and trust. We balance our hard work with a relaxed and fun company culture.

Inquiries can be directed to [careers@eigeninnovations.com](mailto:careers@eigeninnovations.com).