



## Vision Integration Engineer

Eigen Innovations helps leading, global manufacturers realize massive savings and reduce waste from their processes through our industrial vision solution for the smart factory.

As an Integration 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 is a hybrid role based in New Brunswick, with the ability to be in the Fredericton office on a regular basis.

### 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.
- Preparing content for customer meetings to convey designs and data analysis.
- 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.

### **What you're bringing to the role...**

- Passionate about and experience with Process Control, Process Automation, Quality Control, and associated standards / compliance.
- The curiosity to pick up new technologies quickly and demonstrate proficiency and expert understanding.
- 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 project management skills with attention to detail and ability to produce detailed documents and reports.
- Oral and written proficiency in English is required.
- Light physical demands to assist with customer order fulfillment and site installation.
- Willingness to travel extensively throughout North America, 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.)
- University Degree in Engineering or extensive applied Engineering technical experience.

### **Here are a few of the perks we offer...**

- Health benefits plan
- Freedom and flexibility in work-life balance
- Clear career progression plans & learning allowance
- Paid Parental Leave
- A values-driven workplace and strong founding culture

Don't check all the boxes but have knowledge/experience with industrial manufacturing solutions? We'd like to hear from you.

For more information or to submit your application, contact [careers@eigen.io](mailto:careers@eigen.io).