



## Engineering Technician

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 Engineering Technician, you will work in the solutions team at Eigen Innovations in the deployment, implementation, and support of Eigen's AI vision platform. Your involvement will include working on testing apparatus for in house evaluations, preparing hardware to go to the customer's facilities for installation, and reviewing hardware returned from the field.

You will be involved in aspects of solution design, hardware procurement and fulfillment, solution testing, logistics for customer delivery, as well as support customer onboarding. In addition, you will triage, investigate, and assist in the resolution of issues. You will report to the Senior Director of Solutions Engineering. This role will be based in Fredericton, New Brunswick.

### Responsibilities

- Participate in the design and requisition of supplies for customer deployments and assist in the fulfillment of orders for customer solutions
- Organize and manage inventory for upcoming projects
- Assist in the configuration of integration software on equipment before customer delivery
- Triage and investigate issues reported that relate to equipment and interoperability of customer deployments
- Assist in the resolution of customer issues including the fulfillment of replacement and/or repair of equipment and devices used on-premise
- Construction and assembly of apparatus for in house evaluations or customer testing
- Support electrical cabinet builds for new customer installations, as required
- Participate in installations at customer facilities, which may require travel, as necessary

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

- Education and/or experience in an engineering technician role, preferably in manufacturing or automation equipment

- 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
- Analytical and problem-solving abilities – ability to think on your feet and communicate effectively and clearly
- The ability to pick up new technologies quickly and demonstrate proficiency, specifically in the following technologies:
  - Programmable Logic Controllers (PLCs), M2M connectivity protocols, machine I/O
  - Working knowledge of multiple operating systems (Linux, Microsoft, etc.)
  - CAD software
- The ability to work in a team-based environment and establish good working relationships with peers is essential
- Demonstrated ability to grow your knowledge as the team grows, and to take on increasing responsibility for providing direction
- Part of this job may have light physical demands to assist with customer order fulfillment
- You may be required to travel throughout North America (Note: some manufacturing facilities require pre-access drug screen testing to be on-site)

**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

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.

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).