SUPPORT ENGINEER

Posting ID: EM181271DE
Company: Geotab
Position Type: Full-Time
College Major(s): Electrical/Computer Engineering (EE/CpE), Computer Science (CS)

Company Website: http://www.geotab.com
Work Location: Las Vegas, NV
Salary: DOE
College Level(s): Undergraduate-Senior, Graduate Student, PhD. Student

OVERVIEW

Geotab is one of the leading telematics technology companies in the world and is focused on continuing our rapid expansion worldwide.

Your job is to provide stellar escalated technical tier III support and customer services to our network of Geotab Resellers and their customers. You will support the MyGeotab software application, the Geotab GO devices, IOX, and other Geotab hardware. You will understand the business impact of incoming tickets and will troubleshoot effectively to resolve technical issues. You will also collaborate with other Geotab engineers to resolve software bugs and firmware issues. Strong communication and organizational skills will make you an ideal and successful candidate who will find reward in supporting robust software that can function 24/7 with no down time.

Roles and Responsibilities

● Telephone and remote support for customers on all Geotab products.
● Gather customers information and determine the issue by evaluating and analyzing the symptoms.
● Diagnose and resolve technical hardware and software issues involving connectivity, installation and software inquiries.
● Testing and configuring hardware and software.
● Onsite support where applicable.
● New product development testing.
● Product troubleshooting and diagnostics.
● Technical training via webinars to reseller network and customers.
Education and Qualifications
● Engineering or other related degree
● Demonstrate strong communication and organizational skills
● Knowledge of customer service principles and practices
● Able to work independently and in a team environment
● Required to travel (mainly to Canada)
● Must be willing to work flexible working hours
● Advanced knowledge of MS Excel is required

Preferred Skills
Experience with the following a huge plus: T-SQL, PostGRES databases, SQL Server databases, Powershell, Python, Google Compute Engine, Google BigQuery

How to Apply
https://www.geotab.com/careers/engineering-support/