TECHNICAL SERVICES ENGINEER

Posting ID: EM17220541
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
Salary: DOE
College Level(s): Undergraduate-Senior, Graduate Student (Must have US Passport)

OVERVIEW

Geotab is the leading telematics technology company in the world and is focused on continuing the rapid expansion worldwide. Our Core Values: Geotabbers innovate and seek creative ways to continuously improve. Collaboration and teamwork defines the way we work. We love being ahead of the curve, using leading technology, and being agile in every way we do business. We work hard, and we definitely play hard. From the CEO - to the staff - there is an open-door policy for all of us to freely communicate. Geotabbers are dynamic, and enjoy working in a fast-paced work environment. We own our work and take responsibility in a true entrepreneurial spirit! We are always looking for amazing talent! People who can contribute to our current growth and deliver results!

Geotab is actively seeking a person who has studied engineering or programming at a university level who, with training, will be able to quickly contribute to the Technical Services team. The ideal person should really love technology, be passionate about technical support, and be keen to join a leading edge technology firm – if you feel like we have described you, then we would love to hear from you! This position preferably is based in our Las Vegas, NV. Office. What are the details of this position: Your job is to provide stellar escalated technical support and customer services to our network of Geotab Resellers. You will support both the MyGeotab software application and the Geotab GO devices, IOX, and other hardware. We receive detailed data and metrics for hundreds of thousands of vehicles every second, which is processed and interpreted to create actionable information for our customers. You will understand the business impact of incoming tickets and will troubleshoot effectively to resolve technical issues. You will also collaborate with Geotab engineers to resolve software bugs and firmware issues.

Roles and Responsibilities
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. Duties and Tasks/Essential Functions: * Telephone and remote support for customers on all Geotab products * Gather customer’s 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

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and software * Onsite support where applicable * New product development testing * Product troubleshooting and diagnostics * Technical training via webinars to reseller network and customers

Experience/Skills Required: * Computer Science, Electrical or Software Engineering or other related degree. * Fluent in French or Spanish a significant asset * Demonstrate strong communication and organizational skills * Knowledge of customer service principles and practices * Able to work independently and in a team environment.

Education and Qualifications
Computer Science, Electrical or Software Engineering or other related degree. * Fluent in French or Spanish a significant asset * Demonstrate strong communication and organizational skills * Knowledge of customer service principles and practices * Able to work independently and in a team environment * May be required to travel (mainly to Canada) * Must be willing to work flexible working hours * Advanced knowledge of MS Excel * Transact-SQL as an asset * Some or little experience with the following a huge plus: Python, Google Compute Engine, Google BigQuery Additional desired skills: * Excellent English oral and written communication skills and interpersonal skills. * Must be highly organized, task oriented and have a strong team orientation. * Possesses, acquires, and maintains the technical/professional expertise required to do the job effectively. Technical/professional expertise is demonstrated through problem solving, applying technical knowledge, and product management for the functional area in which employee operates.

How to Apply
Send your resumes to Cheryl Mangabat at cherylmangabat@geotab.com or call at 702-952-1489.