

Job Advertisement

FIELD SERVICE ENGINEER I

Location: Northeast/Remote



Become part of our team

A career at WEYTEC means that you work for a manufacturer and international provider of KVM and visualization solutions for trading and control rooms.

Work with us to create a perfect working environment for our customers where first class service and reliability are paramount.



WEYTEC is a globally operating technology company. It has 12 offices worldwide and operates with local business partners in more than 45 countries. WEYTEC specializes in high-tech, innovative KVM and content visualization technology for integrated workplace solutions on trading floors and control rooms.

Working as a part of WEYTEC US, located in Washington D.C., you would be part of a family oriented, agile team of professionals working together to build, implement, and support WEYTEC's smart solutions. As a field service engineer, you will become a key technical resource in WEYTEC product through WEYTEC's excellent training programs and become the face of WEYTEC for our customers.

Responsibilities

- Perform on-site installation and servicing of WEYTEC products
- Troubleshoot issues on-site and remotely and document findings
- Communicate issues effectively to escalation teams and R&D teams overseas and provide feedback to customers
- Clearly articulate product capabilities and give technical training/demonstrations to customers
- Staging preparation and support for customer projects
- Travel up to 75% including the possibility for international travel

Basic Qualifications

- Experience in a customer service or similar function with eagerness to learn
- 4+ years working experience in computers, electrical, or audio-visual OR B.S. in Computer Science/Engineering, Electrical, or related field
- Familiarity working with computer hardware or hardware-based product solutions
- Understands basic networking, terminology, and common networking protocols (LAN, TCP/IP, DHCP)
- Knowledge and working experience with Windows and Windows applications
- Must have or can obtain a valid passport
- U.S Citizen

Preferred Qualifications

- Great customer service skills
- Excellent communication skills - written and verbal
- Punctual and accountable
- Strong technical problem-solving and analytical skills
- Self-starter with abilities to establish priorities, work independently, and proceed with objectives without supervision
- Previous experience with video over IP or network streaming protocols (RTSP, RTP)
- Familiarity with multicast networking (PIM, IGMP)
- Experience with network switch configuration (ex. Cisco)

What we offer

- Secure workplace at the world market leader
- Performance based incentives
- Wide range of training and further education courses
- Working in a small, but agile team

If you have any questions regarding this posting, please do not hesitate to contact Stein Lobo (Technical Director - Americas): stein.lobo@weytec.com.