

Job Description

Support & Field Applications Engineer



About Our Company

MMB Research is a young and rapidly growing clean-tech company in downtown Toronto, specializing in Smart Energy and smart grid technologies. MMB develops cutting-edge wireless hardware and software solutions that allow consumer electronics and appliance manufacturers to easily add smart grid communication to their next generation of intelligent, energy-aware devices. With over 100 clients ranging from small tech companies to global brand-name manufacturers, MMB Research offers its employees an uncommon breadth of exposure and experience, as well as a close knit and dynamic work environment.

Role Description

As our customer base grows, we require a dedicated Support and Field Applications Engineer to provide front line assistance to customers developing and deploying with our products. MMB has accrued an industry leading reputation for the excellence of our products, solutions, and quality of support. This role will be key in supporting that reputation, managing relationships with customers, and bringing critical customer requirements back into the development and product management process. The ideal candidate will have excellent communications skills, the means to acquire a thorough knowledge of our products, and a love of problem solving.

Typical day-to-day activities will include providing front-line support to customers via email and phone, characterizing issues reported, and providing timely solutions. The field applications component of this position may require travelling to customer locations to provide on-site support when required.

Duties (On site, or at customer locations)

- Providing front-line support to customers via email and phone.
- Gathering technical requirements from our customers.
- Bringing technical issues to members of the development team, making the decision about the appropriate people inside the development team to route more complex issues to.
- Working with our ticketing and bug tracking system, and managing online support requests.
- Assisting in developing and updating our online developer portal and support knowledgebase.
- Creating and managing the communication of change and release notices to customers.
- Assisting customers through testing-house, utility, etc. certification process.
- Developing and/or conducting onsite training sessions for our customers.

Requirements

- Excellent oral and written communication skills
- Bachelors degree in engineering, computer science, or equivalent
- Development experience in C#, Java and MySQL database
- Experience with serial interfaces (RS232, SPI)
- Experience with gathering requirements, writing specifications and test plans
- (Asset) Experience with Embedded firmware in C
- (Asset) Experience with ZigBee, WiFi, Z-Wave applications
- (Asset) Previous Support and FAE experience
- (Asset) Experience with a bug tracking system

Contact

VP Engineering | jobs@mmbresearch.com

Please submit your application to the address above, and include "FAE" in your subject line.

