Customer Support Field Applications Engineer

XetaWave is looking for a practical, inquisitive, innovative, self-starting, hands-on systems support engineer to join the Customer Service department of a dynamic RF company.

The Field Applications Engineer fills an important role blending various technical responsibilities from new product & software testing, both in the lab and field, with sales activity and customer support.

Responsibilities *(but not limited to)*:

- Mastering all aspects of XetaWave communication and battery devices.
- Lab and field testing of licensed and unlicensed XetaWave communications products - both existing products that continue to be developed and new prototype products.
- Testing and validation of new firmware prior to customer release.
- Testing products for performance at or above data sheet specifications.
- Testing and troubleshooting customer applications, both via phone and email.
- Writing white papers and case studies.
- Systems design incorporating path studies, radio configuration, IP subnetting, and serial communications.
- Training customers via WebX and on-site training classes.
- Supplying feedback to product development from testing and validation activities.

Required Experience and Skills:

- Knowledge of narrowband licensed and unlicensed VHF and UHF RF systems.
- Knowledge of Debian Linux operating system.
- Knowledge of Ethernet systems, protocols, and troubleshooting.
- Knowledge of Serial communication protocols; RS232/422/485.
- Experience in SCADA/Automation.
- Experience with Spectrum Analyzer, Cable & Antenna Analyzer, TDR and Scop.e
- Ability to be hands-on and inquisitive to learn; being a self-starter a must.
- Ability to quickly grasp complex technical concepts and make them easily understandable when supporting a customer.
- Ability to travel both domestically and internationally.
- Proficiency in MS Word, Excel, PowerPoint, Visio a must.
- Proficiency in Radio Mobile, Pathloss or any link planning software.
- Excellent written skills in English, Spanish a bonus.
- University degree in Computer Science, Engineering or equivalent experience preferred.
- Driven, with a good attitude and willingness to pitch in!

To Apply:

If you are interested in applying and have the experience and skills for the position, please submit a cover letter with your resume to careers@xetawave.com.