

RailComm

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Qualified candidates: Please contact **RailComm** at hr@railcomm.com.

Job Title	Customer Operations Engineer
Department	Customer Operations - Exempt
Location	Fairport, NY USA

COMPANY OVERVIEW AND RESPONSIBILITIES

Come and work for the Second Fastest Growing Company in Rochester, NY!

RailComm is a leading software solutions provider for the rail industry, working with freight, transit, and industrial markets. Our flagship product, Domain Operations Controller (DOC[®]) System, is changing the way the rail industry operates by improving efficiency and safety.

RailComm encourages a fun and entrepreneurial environment, offering significant career growth opportunities. We provide our employees with the opportunities to learn new technologies, improve skills, and take responsibility for their work.

EDUCATION REQUIREMENTS

- BS, BT or AAS in IT, Computer Science, Computer Engineering, Network/System Administration, Engineering or a related field.

RESPONSIBILITIES

- Perform field installations, system testing, and commissioning in an industrial railroad environment (indoor and outdoor)
- Install and configure PC hardware and software (operating systems, databases, networking, and applications)
- Provide PC Hardware Support and Desktop Software Support
- Install, configure, test, and troubleshoot field products (embedded controllers, data radios, electromechanical systems)
- Extensive travel (domestic and international) with possible relocation opportunities
- Primary customer interface prior to and during system installation and cutover
- Provide customer training on software and hardware product operation, maintenance, and troubleshooting methods
- Provide on-call customer support in a 24/7/365 environment
- Support engineering and production staff when in the office
- Make independent decisions in both field and office environments based on technical knowledge and experience
- Provide expert advice to management
- Identify and investigate customer issues and act as a representative of the company while in the field

REQUIREMENTS

Must have the following:

- Strong interpersonal skills
- Ability to interact positively and effectively with customers and suppliers
- Comfortable in a leadership role, working independently with a high degree of accurate decision making
- Ability to work effectively, make sound decisions, solve problems, and stay focused in an often high-pressured environment
- Extensive travel required, both domestic and international 50% minimum
- Ability to perform research and solve difficult problems
- Thorough documentation skills

PHYSICAL REQUIREMENTS

Because the work our employees perform can be physically demanding; employees who go onsite to customer locations must have the following:

- Overall Strength: Requires occasional lifting, carrying, frequent pushing and pulling of approximately 75 lbs.
- Coordination: Balance required when standing or moving about in an industrial environment.
- Range of Motion: High level of manual dexterity.
- Communication: Voice must transmit information and instruction clearly, whether in person or via electronic equipment. Requires ability to perceive auditory warning signals and sound of moving equipment.
- Visual: Requires good visual acuity, accommodation, field of vision and depth perception to successfully perform duties and for general safety.
- Exposure: Job requires a tolerance to extreme heat, cold and wet conditions.

PREFERRED EXPERIENCE

- Customer Service background
- IT Help Desk Level 2 or higher
- Fluency in English and Spanish
- Project Management skills
- Related manufacturing experience
- RF experience
- Control System experience
- Ability to quickly learn company's technology products and applications (hardware and software)
- Ability to read and understand electrical schematics, installation drawings and technical product manuals
- Ability to troubleshoot electronic and computer-based control systems including field and communication equipment
- Proven hands-on experience in industrial work environment (indoor and outdoor) and ability to lift 75 pound weight
- Self-motivated individual with the ability to work independently with minimal supervision
- Ability to configure computer hardware, install OS, and all supporting software and drivers
- Experience configuring and troubleshooting basic network technology (TCP/IP, DNS, Active Directory)
- Ability to work with Microsoft SQL databases
- Broad problem solving skills to troubleshoot field equipment including data radio communications, embedded microprocessors, server-based systems, and mechanical systems
- Skills in Microsoft Office and ability to produce clear and accurate project documentation
- Encryption and security technology experience
- Experience in the installation and application of fiber optic computer networking systems
- AC and solar power system experience including grounding and noise prevention
- CAD Experience for 2D assembly drawings and wiring schematics
- Experience with Serial Communication Products
- Experience with the application of embedded controllers, relays, and power systems

Excellent benefits included! Looking for energetic team players!

While this job description is comprehensive, job requirements are expected to change as the company's needs grow and change.

RailComm is an equal opportunity employer