



Job Title: Field Service Engineer

Department: Project Delivery

Location: Fairport NY, USA

FLSA Status: Exempt

COMPANY OVERVIEW

RailComm is one of the only companies in the world that provides railroads a software-based solution that is focused on train control & railroad management. Headquartered in Fairport, NY, our solutions automate an expanding network of connected devices that generate real-time information which is used to coordinate and optimize the rail infrastructure.

Joining RailComm's innovative team translates into continual opportunities to expand on what you can do. Our motivated employees come together with a wide variety of skills and backgrounds to create talented teams of problem-solvers. At RailComm, your potential is unlimited! We are looking for exceptional people to complement our growing team. If you enjoy a challenging, creative environment, like to learn and have the passion and drive to make a difference, RailComm may be the place for you.

RESPONSIBILITIES

As a Field Service Engineer (FSE) you will be required to perform field installations, system testing and commissioning, cutovers, and customer training, while providing exceptional customer service in an industrial railroad environment both remotely and onsite as needed.

General Role Responsibilities include but are not limited to:

- Read and interpret electrical schematics
- Configure PC hardware, install PC Operating Systems, drivers, and software
- Work with low voltage electrical circuits and electronics
- Troubleshoot electronic and computer based control systems
- Configure and troubleshoot basic network technology (TCP/IP, DNS, Active Directory)
- Produce clear and accurate project documentation using Microsoft Office applications

REQUIREMENTS

- Ability to work under various climates and conditions with the ability to lift up to 50lbs
- Comfortable working in a fast paced environment with the ability to work independently with minimal supervision
- Able to make sound decisions and remain focused in high pressure situations
- Outstanding oral and written communication skills with the ability to communicate technical issues with individuals of varying technical aptitude



REQUIREMENTS CONTINUED

- Excellent problem solving and analytical skills and the ability to work well in a team oriented environment
- Exceptional organization and thorough documentation skills
- Experience working with Microsoft SQL databases a plus
- Highly motivated individual and problem solver
- Able to travel, both domestic & international, up to 25% of the time
- Able to support engineering and production staff when not travelling
- Willing and able to provide 24/7 on call support as needed, on a rotating basis
- 2 year technical degree or equivalent work experience required, 4 year degree preferred
- Railroad Industry experience preferred

OUR EMPLOYEES ARE OUR BEST ASSET AND WE OFFER THEM A RANGE OF BENEFITS INCLUDING

- 100% Company sponsored Dental and Vision Plan for 2019
- Company funds 80% single plan, 70% family plan for Company sponsored Health Insurance for 2019
- FSA spending accounts
- 50K Life Insurance Policy bought for all employees, 100% Company funded
- Generous company match on 401(k) contribution
- Supplemental Life Insurance available through Principal
- Short term and long term Disability Plans
- Paid vacation
- 10 Company paid Holidays

OUR CORE VALUES

- We treat everyone with respect
- We are innovative, always learning, in everything we do
- We are committed to providing value to our customers
- We are committed to working in a collaborative team-oriented environment to achieve common goals
- We practice safety, first and foremost

If this sounds like you, then apply now!

Qualified candidates: Please submit resume to hr@railcomm.com

RailComm is an equal opportunity employer

LEARN MORE ABOUT US - VISIT WWW.RAILCOMM.COM