



Job Title: Technical Services Engineer

Department: Project Delivery

Location: Fairport NY, USA

FLSA Status: Exempt

COMPANY OVERVIEW

RailComm is one of the only companies in the world that develops software-based solutions that are focused on train control & railroad management evolving into other areas of transportation management.

Headquartered in Fairport, NY, our solutions automate, monitor and perform predictive analytics on rail infrastructure. Our motivated employees come together with a wide variety of skills and backgrounds to create talented teams of problem-solvers. 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

RailComm's Technical Service Engineer (TSE) provides technical support for RailComm's portfolio of software-based rail automation solutions. To assist our customer's railroads in running safely and efficiently, TSE's respond to customer inquiries, lead troubleshooting efforts for specialized control system hardware and software, and provide proactive support through software updates and proactive monitoring.

General Role Responsibilities include but are not limited to:

- Deploy software updates, bug fixes, configuration or functionality modification changes to customer systems
- Address and log field support calls from customers dispatching Passenger and Freight Railroads
- Troubleshoot field communication issues to help resolve customer production delays
- Analyze software and hardware, network monitoring logs to troubleshoot incidences and recommend solutions
- Remotely deploy RailComm's software updates to our current customers
- Assist the IT team in maintaining our local Data Center

REQUIREMENTS

- Enjoy solving problems and helping people. Don't get overwhelmed easily
- Are patient, level-headed, experienced in making sound decisions and remaining calm under pressure
- Have a knack for talking about technical subjects with individual levels ranging from novice to experienced
- Have a voracious appetite for learning. Learn just as effectively from first-hand experience, self-directed study, or informal instruction



REQUIREMENTS CONTINUED

- An ability to hold a technical conversation demonstrating outstanding oral and written communication skills
- A 2 year technical degree or equivalent work experience, 4 year degree preferred
- Experience helping people solve problems, in a technical support role
- A desire to provide world class support to our customers, including supporting the 24/7 on-call rotation
- Fundamental understanding of computer networking including, topologies, protocols and security
- Principles of basic SQL skills
- Essential understanding of computer hardware, embedded devices and sensors

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
- 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

Qualified candidates: Please submit resume to hr@railcomm.com
RailComm is an equal opportunity employer

LEARN MORE ABOUT US - VISIT

WWW.RAILCOMM.COM