

Technical Support Engineer

QA Systems is expanding to meet the rapidly growing demand in North America. QA Systems is a European testing leader in safety related embedded industries. We're looking for an experienced Technical Support Engineer with experience in embedded software development to provide pre-sales and post-sales technical support for QA Systems' testing tools to customers in North America. The role involves significant customer interface via telephone, email, webinar and face to face at customer locations in North America working collectively with other QA Systems group Technical Support Engineers, the development teams, and relevant sales staff.

Location: Fully remote within USA.

Salary: We offer a competitive salary depending on experience

Benefits:

- 25 days annual leave (plus national public holidays)
- Flexible working hours
- health, dental, vision, life and disability insurance
- 401(k) matching program
- Overseas social events

Responsibilities:

- Act as the first technical point of contact with pre-sales prospects and post-sale customers
- At all times remaining the 'owner' of the customer technical issues, seeking to resolve these to the satisfaction of the customer and maintaining customer technical contact and issue records
- Giving technical presentation & demonstration of the tools and troubleshooting sessions (on-site or via web meeting)
- Technical deployment of the tools to customer's embedded software development environments
- Delivery of tool consultancy and training courses
- Create new technical collateral for use of the tools
- Propose enhancements to QA Systems' testing tools

Required Qualifications:

- 2+ years in an embedded technical support / FAE role for a commercial vendor
- Strong background in embedded, real time software development in C and C++
- Strong background with debuggers, compilers, IDEs, simulators, emulators, etc.
- Excellent communications skills (written and verbal)
- Able to work independently with a motivated self-driven style and willing to travel.

Preferred Expertise:

- Unit testing
- Embedded I/O
- Functional safety software standards (ISO 26262, DO-178C etc)