Job Description

Job Title: On-Site Support Engineer
Unit: Energy Automation and Information, Bellevue
FLSA Status: Exempt
Career Path: Engineering
Grade Level: 40

SUMMARY:
Under direct supervision, performs customer support activities involving the installation, modification, repair and training on use of complex software systems.

ESSENTIAL FUNCTIONS:
1. Assists in project delivery by receiving and completing task assignments from the project manager.
2. Under direct supervision, follows established policies and procedures in conducting custom development, on-site installation, and testing of system.
3. After project delivery, transitions to a support role by providing on-site support at customer’s direction.
4. Assists in providing training on ALSTOM software to customer staff to help them understand how to use the product properly.
5. Keeps Project Manager and/or Product Manager advised of technical developments and issues.
6. Provides liaison between the customer's staff and ALSTOM.
7. Completes, maintains, and processes pertinent paperwork and records.
8. Works toward becoming expert in one or more subsystems or technology such that training, customization and consulting can be provided.
9. Assists in basic code fixes for bugs, which do not require re-design of correction.
10. May work at a customer site.
11. Other duties may be assigned to meet business needs.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:
1. Requires Bachelor’s degree in Electrical Engineering, Computer Science, or equivalent degree or equivalent work experience.
2. Must have basic understanding of software systems and/or energy management systems.
3. Must have basic understanding of hardware and software configurations in a real-time environment.
4. Some programming experience and familiarity with basic database operations.
5. Must be able to accept short term and long term assignments that may require relocation or the use of temporary housing.
6. Good verbal, written and interpersonal communication skills.
7. Good PC skills required, including use of standard MS Office applications.
8. Ability to shift work efforts based on the needs of the department or business goals.
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9. Ability to work independently and be self-motivated.
10. Ability to work effectively in a team environment.
11. Demonstrates a high degree of personal and professional integrity.
12. Ability to occasionally work non-standard hours to accommodate business needs.

PHYSICAL DEMANDS:
1. Must be able to use telephone, PC monitor, mouse/trackball, and keyboard for extended periods of time in order to complete assigned task and duties.
2. Must be able to use copier, adding machine, and fax machines on an intermittent basis.
3. Walking, filing of documents in upright file cabinets, and occasional moving of storage boxes and heavy books/files is a regular activity within job scope.
4. Travel (via car or airline) to US or international locations.

WORK ENVIRONMENT:
This is a standard office work environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.