



Engineering and Customer Support Technician (Hood River)

SightLine Applications is seeking a smart and talented candidate to join its team which provides cutting-edge video processing systems for the aerospace industry. We are a small and innovative company and are looking for someone who is enthusiastic about making a significant contribution.

Position

Providing superior technical support to customers is critical to our reputation and success.

Candidate must be able to:

- Maintain a cognizant understanding of system operations and technical nuances of our products.
- Quickly understand customer status and needs and work as part of the support team to provide timely technical responses.
- Work with internal electrical and software engineers to test and evaluate new designs and technical fixes.
- Perform software and hardware testing of new product releases.

Requirements

The ideal candidate requires an engineering background with significant experience in the following areas:

- Strong, active listening ability.
- Ability to read circuit board schematics and troubleshoot system issues to board level.
- A technical certificate, degree or equivalent with a minimum of 2 years of technical support experience in the high-tech industry.
- Methodically troubleshoot problems and document procedures and solutions.
- Ability to follow documented procedures.
- Strong written and verbal communication.
- Troubleshoot diverse PC issues.
- Networking knowledge/experience with Ethernet, routers, switches, TCP, UDP, and DHCP.
- Experience with quality customer interactions.
- Other valuable experience includes: technical sales, computer vision, UAV, aerospace, DOD, camera/surveillance systems, avionics system integration, familiarity with circuit board schematics
- Must be a US citizen or green card holder.

Compensation includes salary, paid holidays, PTO, health plan, IRA. Some travel is possible.

Salary Range: \$40,000 to \$60,000 per year depending on experience.

Please contact us at hr@sightlineapplications.com.

www.sightlineapplications.com

No recruiters please.