CANECT SOLUTIONS ENGINEER (Remote Position w/Travel)

Department:	*Business Development*
Reports To:	*Applications Engineering Manager*
Supervises:	*N/A*
FLSA Classification:	*Exempt*
Approved By:	*Russell Farrell*
Revision Date:	*10-24-2017*

JOB PURPOSE:

Maximize HED® sales and profitability in the CANect Telematics product lines directly and through the distribution channel by accurately and efficiently translating customer application requirements into CANect system design specifications.

Assist customers in all areas related to application of HED products and systems with a focus on the CANect product line.

Work closely with the sales team to strategize and determine technical support actions that will help educate potential customers on CANect during the selling process.

ESSENTIAL DUTIES and RESPONSIBILITIES:

	% of Total Time
Gathering customer CANect requirements	15
Developing customer CANect software	30
Testing customer CANect software (bench testing and on vehicle testing)	25
Technical support for HED sales force	10
Product training	10
Product technical support	5
Misc.	5

Systems Integration

- Expert knowledge of the design, development and implementation of mobile telematics systems.
- Expert experience and ability to mentor co-workers in CANect system development process.
- Experience and ability to guide potential and existing customers through the requirements gathering and CANect Telematics design process.

Sales/Account Management:

- Develop partnerships that help drive revenue for CANect strategic growth
- Work with sales team to define steps needed to secure customer wins
- Become the Market knowledge expert by attending industry forums, network with industry contacts; develop strategy for CANect growth

- Lead comprehensive system/product proposals for our customers technical requirements

Field Service / Troubleshooting

- Travel to customer locations to design, implement, troubleshoot and / or repair CANect systems.

- Guide/mentor customers and co-workers through proper CANect system troubleshooting methodologies.

Prototype Tracking / Commissioning

- Formalize customer specifications into a contractual type format for customer approval and authorized signature.

- Work with project management to track prototype orders through HED® NPD processes to assure proper specification and on-time delivery

- Commission and test HED® prototypes on vehicles at customer location

An individual in this position must be able to successfully perform the essential duties and responsibilities listed above. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

The above list reflects the general details necessary to describe the principle and essential functions of the position and shall not be construed as the only duties that may be assigned for the position.

MINIMUM QUALIFICATIONS:

Education
- BS in Electrical Engineering or related Engineering Degree

Experience and/or Training
- 4 or more years of experience in with web application development/telematics/IoT system development
- Expert in:
    - UI design/development
        - HTML, CSS
    - WebSockets, asyncronous communication
    - Server configuration
    - Lighttpd
    - Nginx
- Proficient in:
    - Client side scripting
        - JavaScript
        - TypeScript
    - Modern CSS frameworks
        - Bootstrap
        - Material Design
    - Modern JavaScript frameworks
        - AngularJS/Angular 2+
        - ReactJS
        - Vue.js
    - Server side scripting
        - PHP
        - Node.js
        - Python
    - Embedded Linux:
        - C or C++

- Linux scripting language
- Git for version control
- Knowledge of:
  - Native mobile app development
  - Desktop app development
  - Embedded Linux:
    - Linux SocketCAN interface.
    - Network programming in Linux (TCP, UDP)
    - Linux kernel and ARM microprocessor peripheral driver development
    - U-Boot or other standard Boot loaders
    - Working with hardware, schematics and data sheets
    - Creating a board support package
    - Working with open source software communities including the kernel development community and open source software communities
    - Linux administration of build environments and custom embedded distributions
- Detail oriented
- Excellent communication and interpersonal skills; ability to communicate with customers in a customer service role
- Customer empathy / customer advocate mentality
- Strong leadership qualities and a demonstrated capability to influence others and excel in a matrix environment is a must.
- Ability to travel (up to 50%)

PHYSICAL AND MENTAL DEMANDS:

While performing the duties of this job, the employee is frequently required to sit, talk and/or hear, and/or use hands to finger, handle, or touch objects, tools, or controls. The employee is occasionally required to stand, and/or walk. The employee must occasionally lift and/or move up to 10 pounds while moving files or small packages. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The mental and physical requirements described here are representative of those that must be met by an individual to successfully perform the essential functions of this position.

WORKING ENVIRONMENT:

Work is typically performed in an office environment. The noise level in the work environment is usually moderate. Frequent travel to a customer's location may be required and may include factory or test environments.

The work environment characteristics described here are representative of those an individual encounters while performing the essential functions of this position.

I have read and understand the duties, responsibilities and requirements for this position.*

_____   _____

Employee Acknowledgement   Date

*This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. HED, Inc. retains the discretion to add duties or change the duties of this position at any time.