



Geomatics Support Engineer

JAVAD GNSS is seeking a candidate for a Geomatics Support Engineer position at our Fort Wright Kentucky USA office. In this role, you will be a US citizen or permanent resident, responsible for advising and demonstrating our geospatial GNSS products to customers, as well as participating in maintenance, development, revisions, testing and troubleshooting for our GNSS product portfolio. You will work closely with an internal engineering team to drive key aspects of optimization, implementation, and testing. You must be responsive and flexible, with attention to detail, and able to succeed in a collaborative environment.

Duties

- Apply geomatics and computer science principles to resolve GNSS product issues
- Apply troubleshooting skills to analyze problems, research issues, and perform high-level debugging on GNSS products
- Write application notes, user guides and manuals to assist users
- Perform field tests and record data for GNSS products performance analysis
- Interface with JAVAD Customer Support to assist in resolution of product issues
- Interface directly with customers to resolve technical product issues
- Interface directly with software development and product management to address issues requiring product revisions
- Travel to customer sites for resolving critical issues (less than 25%)

Skills & Qualifications

- BSc or MSc in Geomatics, Geodesy, Survey & Mapping, GIS, or a related field
- User experience with GNSS products is a plus.
- Prior GNSS Customer Support experience a plus
- Strong analytical skills to troubleshoot complex technical issues
- Excellent verbal and written communications skills
- Self-starter with ability to work independently
- Team player with ability to work collaboratively

JAVAD GNSS, Inc also provides full-time eligible employees access to a comprehensive medical, vision and dental coverage, as well as the option of participating in our 401(k)-retirement plan, short and long-term disability insurance, life insurance and various other benefits.

Send applications to: s.baksh@javad.com