

Position: **Support Engineer I** | **Job ID 17101245**
Open: **Q1 2017 – Until Filled**

KSI Data Sciences is the provider of the premier Video and Sensor Data Management Systems for commercial unmanned systems. We are rapidly expanding our Client base and have immediate need to increase our Support Staff for all of our products and service offerings with a Support Engineer I.

KSI Data Sciences has formed strong partnerships with the leading core LTE network providers including AT&T and Verizon, as well as unmanned system platform manufacturers including DJI and VideoRay.

Primary Job Functions

- Create and maintain case management records using CRM.
- Handle product returns or complaints.
- Actively drive the technology evaluation stage of the sales process by working in conjunction with the Sales team as a key technical advisor and product advocate.
- Articulating technology, product positioning and support to technical and non-technical users via telephone, email, SMS or chat.
- Maintain strong relationships with existing clients.
- Identify all technical issues of assigned accounts to ensure complete customer satisfaction, referring customers to supervisors or more experienced employees as required.
- Effectively communicate and coordinate with Field Installation Services.
- Review and provide feedback on new technical or product documentation as it is being developed internally.
- Monitor customer data plans with KSI's providers and hardware vendors.
- Some product testing and order fulfillment duties may be required from time to time regarding customer returns.
- The foregoing description of responsibilities is not exhaustive and may be modified or added to by the Company in the future.

Requirements

- The ideal candidate must be self-motivated and work equally well in both an un-supervised or supervised environment.
- Candidate must be comfortable in the fast-paced, dynamic atmosphere of a technical organization with a rapidly expanding customer base.
- Candidate must possess strong written and verbal communication skills. Attention to detail is of paramount importance in this position.

- Participation in on-call rotation is mandatory whereby one day per week requires 12:00 pm - 8:00 pm coverage.
- Out of town travel to trainings, corporate briefings, and trade shows is required approximately 5 days per year.
- Employer will train qualified candidates.
- Minimum 2 years of experience required.
- College degree preferred.

Benefits

- Generous PTO
- Paid Holidays
- Friendly and casual work environment in one of the most exciting industries today.

Job Type: Full-time

Job Location: Virginia

527 Bridge Street
Danville, VA 24541

To Apply:

If you are ready to join the team, please include cover letter and resume to careers@ksidatasciences.com. No telephone calls will be accepted.

KSI Data Sciences, Inc. is an equal opportunity employer and does not discriminate against persons on the basis of race or national origin, religion, color, age, disability, marital status, medical condition, or any other protected status. Veterans are encouraged to apply. Proof of US citizenship or current right to work in the US is required.

www.ksidatasciences.com