

Position: **Systems Engineer II** | **Job ID 17102245**  
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 Systems Engineer II.

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**

- Program, Provision and Support 4G LTE hardware.
- Troubleshoot local area networks (LANs), wide area networks (WANs), and Internet systems.
- Understand how large networks are designed and implemented.
- Interpret and solve problems when reported by end users, partners, or internal stakeholders via telephone, chat, email, SMS, and on occasion direct contact.
- Identify all technical issues of assigned accounts to ensure complete customer satisfaction.
- Create and maintain case management records using CRM.
- Actively drive the technology evaluation stage of the sales process by working in conjunction with the Sales team as an advisor and product advocate.
- Articulating technology, product positioning and support to technical and non-technical users via telephone or email.
- Establish and maintain strong relationships with potential and existing clients.
- Effectively communicate and coordinate with Field Installation Services.
- Maintain technical documentation for Installation and Service Support.
- Create and manage customer data plans with KSI's providers and hardware vendors.
- Train end users and partners in the proper use of hardware and software
- Technical writing (i.e. documenting solutions, writing technical articles, developing training materials, etc.).
- Research the latest innovations and trends in all areas of information technology (IT) (i.e. Wireless, Security, etc.).
- Recommend enhancements to KSI's Products and Services to KSI management and stakeholders.

- 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.
- Understanding of Virtual Private Network and tunnel solutions (i.e. DMVPN, TLS, IPSEC, GRE, L2TP, etc.).
- Understanding of Network Security (i.e. UTM, Firewalls, IDS/IPS, SBC, ACL, NAT).
- Knowledge of major Operating Systems, including but not limited to; Android, Windows, Mac OS/X and Linux.
- Must enjoy working in a high pace environment with strong customer service skills.
- Must possess excellent communication, interpersonal, organizational and presentation 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 10 days per year.
- Employer will train qualified candidates.
- At least 3 years of experience, or Associate level degree in a relevant field, or equivalent combination of experience, education, and relevant industry certifications. (Examples of relevant fields include but are not limited to: Network Administration, Network Engineering, I.T. Management, and Systems Administration)
- College degree preferred.
- Experience and deep familiarity with sUAS platforms (such as DJI) and popular Ground Control Software (such as DJI GO and MissionPlanner) is a plus.

## **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](mailto: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](http://www.ksidatasciences.com)