



COOPERATIVE EDUCATION

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JENSEN USA SOFTWARE ENGINEER

SUMMARY

Under general supervision provides complex technical support in configuring and troubleshooting automatic system hardware with the integration of software applications to meet customers' requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Pre-assembles and installs system's computer-related hardware and software to meet functional specifications and customers' specific requirements;

Configures, tests and troubleshoots operating programs from existing programs;

Performs system startup procedures;

Trains customers on system operation, maintenance and basic troubleshooting;

Provides on-site and/or telephone technical support to customers after completion of installation;

Confers with mechanical and/or electrical rail installers to ensure correct installation of equipment, resolve system malfunctions and provide technical support;

Notifies Manager of unusual system and customer problems and interfaces with manufacturer to resolve technical issues;

Participates in meetings, seminars and training sessions to stay apprised of new developments and upgrades of the system;

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Associate's degree (A. A.) from two-year college; or one to two years related experience and/or training; or equivalent combination of education and experience. Ability to read blueprints and schematics, knowledge of mechanical and electrical applications, troubleshoot high and low voltage circuitry, pneumatics and programmable logic controls required. Ability to configure and troubleshoot AC inverters and inverter driven motors.

LANGUAGE SKILLS

Ability to read, analyze, and interpret technical journals, blue prints, schematics, safety rules, operating and maintenance instructions, and procedure manuals. Ability to respond to common inquiries or complaints from customers or co-workers. Ability to effectively present information to management, co-workers and/or customers. Ability to write routine reports and correspondence.

MATHEMATICAL SKILLS

Ability to apply mathematical operations to such tasks as frequency distribution and determination of test reliability and validity. Ability to calculate figures and amounts such as distance, take accurate measurements and convert from standard to metric.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

Thorough knowledge of Microsoft Windows, including networking, required. MCP/MCSA/MCSE or MCSD, A+ or Network+ certificate or equivalent preferred. Working knowledge of Phoenix PLC, B&R and associated development software, Visual Basic, C# and/or SQL Server knowledge preferred.

OTHER

Valid Driver's License and good driving record; will travel nationally and internationally up to 30% of the time requiring overnight stays and weekends. Ability to effectively use a variety of hand tools, multimeter, Volt Ohm Meter, etc.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand. The employee frequently is required to walk; use hands to operate office equipment, maneuver cabling or parts, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. The employee is occasionally required to sit. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts. The employee is occasionally exposed to high, precarious places; fumes or airborne particles; outside weather conditions; and risk of electrical shock. The noise level in the work environment is usually loud.

TO APPLY: Contact: Alain Garnier, Parts and Service Manager
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