

Job Title: Field Engineer
Job Type: Full Time Permanent Employment
Start Date: Immediate
Job Location: USA (preferably Atlanta, GA)

Are you looking for a new challenge in a fast-growing, dynamic high-tech company?
Join us!

VuWall is a leader in video wall control systems, providing solutions for seamless visual collaboration in control rooms, security operations, and corporate environments. We are a privately held company headquartered in Montreal with US and European subsidiaries. With customers in more than 45 countries, we have deployed over 5,000 projects in many Fortune 500 organizations, government agencies, utility, transport, and security companies including the US Departments of Transportation, NASA, Canadian Space Agency, European Commission, Sydney Rail, Porsche, Daimler, L'Oréal, SNCF, FIFA, and throughout federal, state and local governments.

JOB DESCRIPTION

We are seeking a dedicated Field Engineer to provide on-site deployment services, training, and service existing, pre-deployed systems. The ideal candidate will serve as a main point of contact for customers, end users, and report to VuWall's operations management. The role will involve on-site and remote configuration, commissioning, training, and troubleshooting of VuWall equipment. This is a remote and on-site position. This role will involve up to 75% travel.

MAIN RESPONSIBILITIES

- Serve as a primary point of contact for post-sales support, inheriting projects designed by other VuWall engineers, deploying the project.
- Occasionally deploy with our sales department for on-site demos and assist deploying systems at tradeshows.
- Post-sales responsibilities include:
 - Installing, configuring, and commissioning VuWall products at client sites in-person or remotely. This includes testing equipment to ensure all products are operating as expected.
 - Educating clients or site operators on the proper use and maintenance of the systems.
 - Comply with client requirements for on-site deployments, including pursuing relevant certifications, completing required training, or deploying with Personal Protective Equipment, as required.
 - Provide on-site or remote support to existing VuWall clients.
 - Preparing and maintaining reports, logs, and records of installations, maintenance activities, and issues encountered.
 - Communicating effectively with clients, explaining technical concepts, and ensuring client satisfaction.
 - Making necessary adjustments or upgrades to existing systems to improve functionality or meet new requirements.
- VuWall is dedicated to fostering a supportive work environment. Collaboration with fellow engineers and other departments and technicians will be essential for coordinating projects and achieving successful outcomes.

QUALIFICATION REQUIREMENTS

- 3+ years of relevant work experience as a Field Engineer or similar experience, in professional audio-visual system design
- IT and networking expertise
- Bachelor's degree in engineering, computer science, or related field is an asset
- Strong problem-solving skills and ability to work effectively in a team-oriented environment.
- Excellent verbal and written communication skills in English with the ability to convey complex technical concepts in a clear and concise manner to customers with different levels of technical expertise.
- Willingness and availability to travel to customer sites and events as required.

EMPLOYMENT BENEFITS

- Competitive salary and comprehensive benefits package.
- A dynamic and collaborative work environment with a focus on professional growth.
- Embracing diversity, the company offers an exceptional multinational culture.
- Exceptional company culture.

TO APPLY

Click here to email your CV to
careers@vuwall.com