



The engine that drives Nortek is its multi-talented, global team, comprised of people who are authorities in their field. A world-class design and development group, a client-facing sales team with direct technical industry experience, and a spirited support and production team define our ability to serve as well as collaborate with our customers. We are growing – do you want to have fun and make an impact? Do you want to work in a pioneering field with global reach?

Support Engineer - Boston

Job Description

Supporting customers is both fun and rewarding when your product is arguably the best on the market! With the introduction of several new oceanographic instruments and measurement capabilities to the Nortek product line over the past year, in addition to continued yearly growth, another technician is critically needed in our Boston office to maintain Nortek's traditional attentive client support and interaction business model.

The ideal candidate will have a genuine interest in seeing clients succeed and have the tenacity to work through problems that may take some time to figure out. You will enjoy speaking with users on the phone and patiently walking them through various processes to ensure their measurement campaigns are successful. You should also look forward to participating in demonstrations and workshops.

Onboarding will begin with product specific training at Nortek's main engineering and production facility in Oslo, Norway as well as daily guidance from Nortek's senior electronics engineer in Boston. This position is well suited for an energetic person with technical disposition and the desire to grow professionally in an exciting and dynamic industry. They will enjoy development and mentorship from the premier engineering organization and technical pioneers in the field.

Position Title: Support Engineer
Career Level: Early to Mid
Function: Technical Support
Location: Boston, Massachusetts
Relocation Expenses: TBD

Key Responsibilities:

- Handles technical support calls exercising responsiveness, understanding the user's experience, and utilizing Nortek systems software
- Embodies Nortek's core culture of quickly accessible, responsive, and friendly customer support and service
- Travels to customer sites, at times on short notice, to perform onsite repairs and installations while representing the company in a neat and professional manner
- Participates in the business development process by participating in early product testing and electrical/mechanical integration with clients
- Handles RMAs, utilizing outlined diagnostic procedures to troubleshoot and evaluate problems, while communicating issues to the customer, the sales team, and Nortek's engineers and production department.



Prior experience should include:

- Electronics Engineering, Electronics Technologist, or similar background
- Communicating with scientists and engineers
- Soldering, understanding components at board level
- Capacity to understand interfacing requirements and instrument software
- Strong communication and interpersonal skills in order to gain the confidence and trust of customers
- Capacity to understand moderately complex scientific principles and communicate them
- Excellent command of the English language (oral and written)

Personal skills should include:

- A genuine interest in technical matters
- The desire to learn from colleagues and search for information, which may not be readily available
- Pride in oneself and one's work and the ability to represent Nortek in the field in a professional manner
- Adaptable to change in direction on projects, new information, unexpected circumstances, and ambiguous situations
- Motivated self-starter with drive to pursue new areas and gain understanding
- Team player who contributes individual expertise in a diverse organization for the advancement of the whole
- Integrity and adherence to ethical code in decision-making, communications, and actions, both internally and externally

Additional experience is desirable in the areas of:

- Programming skills
- Oceanographic applications, shipboard operations, marine sciences

Musts:

- US Citizenship is required due to the access the role will have to US Export Controlled information.
- Valid driver's license or ability to obtain one within one month

Employee benefits include:

- Health, vision, and dental insurance
- 401k with matching contributions
- Paid vacation, holidays, and sick leave

Job Type: Full-time
Salary: \$65,000.00 to \$85,000.00 /year

