

Customer Support Engineer (Software & EV Systems)

JOB TITLE:	Customer Support Engineer (Software & EV Systems)
VERIFIED:	March 2019
REPORTING TO:	European Support Manager

Job description

As our Customer Support Engineer, you will be joining a team of global Customer Support Engineers who are involved in the software development and commissioning of Industrial Electric Vehicle (EV) systems where good project management, customer interface and technical expertise is expected. The majority of projects will involve the development of custom Vehicle Control Language (VCL) software which is a proprietary programming language developed by Curtis. This preliminary and supporting work will be undertaken in our Curtis Instruments UK office in Northampton. Vehicle commissioning and software debugging will be undertaken at the customers' facilities in the UK and Europe.

You should possess a good working knowledge of DC circuits, microprocessor control systems and, most importantly, the ability to program in a high level language such as C. Real time programming and a working knowledge of hydraulics, CANbus and motor control are advantageous.

You will be expected to be able to troubleshoot, work autonomously and set the highest standards at all times. *Working away from home is expected for typical durations of between 2 – 5 days in the UK and in Europe.*

What you'll do:

- Provide In-house product support for staff and customers.
- Work closely with customer engineers and our own design teams to create project specific solutions for electric vehicles and industrial drives.
- Run training sessions for customers.
- Participate in project reviews.
- Develop proprietary application code.

What you need:

- BSC EE degree or equivalent in Mechatronics or Vehicle Engineering
- Experience in programming using high-level languages such as Basic, C, or has experience with Arduino or Raspberry Pi and/or robotics.
- In-depth experience working with electrical and electronic systems and the associated tool environment.
- Knowledge of vehicle communication systems such as CAN-Open and CAN-J1939.
- Knowledge of motor control systems (strongly preferred).
- Experience in software analysis, documentation and design of experiments.
- Ability to work effectively in small teams.



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The Curtis Difference
You feel it when you drive it

What we offer:

- Training and long-term development of your position.
- Interesting and challenging tasks in-house and at customer location.
- International work environment.
- Attractive salary and employee benefits

Please visit our website at www.curtisinst.com or www.curtisinst.co.uk to learn more about the company and the exciting things that we are doing.

If you are interested in discussing the position further, please email your CV to anita.chapman@curtisinst.co.uk or call 01604 885230.