

## Junior Electrical/Computer Engineer - Customer Operations

\$50k – \$75k and Equity

Amber Agriculture is on the frontline of internet of things technology development in agriculture.

Leveraging the latest in analytics and automation- Amber's new, industry-first wireless sensors power practical decision-making tools for farmers. The team's first product aims to help farmers manage and protect grain assets focused on helping them capture high market prices.

Amber was Launched at the University of Illinois, Accelerated @ Hax (China) + Alchemist (Silicon Valley), and is now headquartered and building in Chicago. The company's cofounders have a farm + fitbit background, and were named Best Startup at the world's largest tech show CES in Las Vegas in 2017.

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We are looking for a Customer Operations Engineer to help manage Amber's Hardware Fleet and assist customers in deploying and troubleshooting Amber hardware. You will be contributing to the scale up of an industry-first IoT and enterprise hardware product. If you are interested in industrial hardware, IoT, and have a knack for hardware/software troubleshooting, this position is for you. The Customer Operations Engineer is a natural problem solver who enjoys interacting with people from varied backgrounds. We are seeking a candidate who can learn technical issues quickly and communicate with end users with patience.

### **The Role**

- Provide technical support to the sales team by interpreting and analyzing customer inquiries to ensure customer needs are met.
- Manage Amber's hardware fleet health dashboards, metrics, and alerts
- Help analyze data from a fleet of deployed IoT devices to proactively detect problems, then work with the sales team, product team, and customers to solve the problems.
- Provide technical (phone, email, and internet support) knowledge and troubleshooting support to customers
- Enter and maintain support request information in ticket system for all support inquiries.
- Analyze new customers' existing site and wiring setup to assign appropriate Amber SKUs for installation.
- Accurately document installation notes and handle requests for retrofits and modifications of standard product when necessary.
- Analyze and modify current installation/troubleshooting techniques to ensure a quality and proficient work process.
- Work as a team with sales staff and other departments to ensure the best possible customer service.
- Develop and modify internal tools and processes to scale customer service capabilities with a growing device fleet.

### **The Reqs**

- No farm background or previous agriculture knowledge required!
- Bachelor's degree in Electrical Engineering or electronics related field or a combination of experience and education
- Experience with system-level DC and AC wiring, power electronics, industrial controls equipment
- Must be able to read electrical diagrams and schematics
- Scripting or Programming experience strongly preferred (Python, Javascript, or C++)
- Customer service or support experience preferred
- Troubleshooting and problem solving skills
- Strong interpersonal skills

### **The Perks**

- Having a big impact on a quick moving team in a significant industry
- Owning an area of product and process buildout
- Competitive Salary, and Early Stage Options, Health Benefits
- Sweet startup ecosystem: open floor plan + other startup activity nearby