

# Field Application Engineer (FAE)

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## Enseo

For more than eighteen years, Enseo has been known as the backbone of the hospitality in-room experience. The company's superior products, including set-back boxes and applications, are preferred by the world's largest hotel groups. Enseo is a dynamic and fast-paced technology provider that is transforming industries with emerging digital products. We are always on the lookout for world-class talent with a passion for exceeding expectations. Is that you?

## General Description

Our field application engineering team is part of the Technical Services division of Enseo. Site evaluation/deployment, site maintenance, development assistance, system analysis, and product issue assessment are all components of the FAE's function. Our FAE's are the liaison between clients, engineering, and sales.

## Skills

- Do you consider yourself to be analytical in nature and with exceptional communication and interpersonal skills?
- Do you have Coax RF plant experience with bi-directional amp balancing and configuration along with signal distribution planning and analysis?
- Would you say that your IT networking experience includes router/switch installation and configuration and VLAN setup?
- Are you a JavaScript genius?
- How deep is your understanding of Linux OS?

If you think you are the FAE for Enseo, keep reading:

## Responsibilities

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- Is planning and managing product installations your strength and multi-tasking your middle name?
- Do you have eyes in the back of your head in order to monitor and maintain deployed systems?
- Do you thrive being proactive and efficiently providing technical support to customers?
- Would you consider yourself to be a Team Player? Collaborative? A great communicator? Can you gather and communicate the latest customer needs and competitive information to the company?
- Would you love working with the very best engineers in the industry and being the voice of the customer for possible product improvement?
- Can you remotely support on-site installation technicians and our customers?
- Do you delight in being the primary technical resources for customers and installation partners both during and post installation?
- Do you enjoy traveling to see your customers and attending industry trade shows?

## Education

Technical degree with background in electronics and software – **SPANISH SPEAKING A PLUS!**

## Benefits

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive pay and an extensive benefits package including paid time off, medical, dental and vision benefits. Plus, we work to maintain the best possible environment for our employees and strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

**Please send resume to Katy Ericson, Vice President of Human Resources – [kericson@enseo.com](mailto:kericson@enseo.com)**