

## **Senior Tech Support Engineer I**

Experienced Sr. Technical Support Engineer I will work on various communication programs, and will provide engineering support as part of the Whole Life Engineering (WLE) East Department. The WLE East Department is made up of several disciplines that influence product designs early in their life cycle and also provide sustainment support for fielded products with the ultimate goal of ensuring effective operation, reliability, maintainability, and economical ownership by Prime and the customer/end user.

The Sr. Technical Support Engineer I will represent the WLE Department as a key team member of the multiple programs, they will support. Responsibilities will include learning the current communication systems Tactical Radio, Identification Friend or Foe (IFF) to provide training development, training conduct and field support to our military customers. Traveling occasionally both CONUS and OCONUS, supporting training events, demonstrations, site surveys, etc.

The Sr. Technical Support Engineer I responsibilities include:

- Become an operational SME on various communications equipment.
- Develop Training Products and Technical Manuals in accordance with US Military standards.
- Travel to military installations to support installation, setup and training of products.
- Interface with Systems and Hardware engineers to understand the products in operational and technical terms.
- Interface and work with soldiers, Non Commissioned Officers and Officers to communicate, train and troubleshoot the products.
- Being a self-starter and able to quickly transition from one project to another.

### **Required Skills:**

- 4+ years of related work experience
- Willing to travel occasionally to military locations including field environments including overseas locations (15 - 20% of time).
- Experience with military or civilian communications systems or related equipment.
- Experience as a training developer and instructor.
- Strong organization, problem solving, time management, communications skills and detailed oriented. This includes, but is not limited to, the ability to effectively coordinate multiple resources, multitask in a fast-paced environment, and work under limited supervision.
- Ability to communicate effectively with program management and functional leads.
- Proficiency in Microsoft Office Suite.
- U.S. Citizenship status is required, as this position needs an active U.S. Security Clearance within 1 year of start date.
- U.S. Citizenship status is required, as this position will require the ability to access US only data systems.

### **Desired Skills:**

- Certified Military Trainer (Army, USMC, Air Force, etc.).

- Experience supporting military operations and experience with military IFF and Communication systems.
- Experience developing military Training and Technical Manual products
- Experience in using troubleshooting tools and techniques on military communications products. □  
Active Secret U.S. Security Clearance
- Knowledge and experience in Integrated Logistics Support (ILS) and Logistics Support Analysis (LSA). Understanding of logistics product differences between US services (Army, Air Force, Navy, and USMC).

**Required Education:**

- Bachelor's Degree NOTE: In lieu of Bachelor's degree, candidate may also possess an Associate's degree with 8 years' related experience OR High school Diploma with 12 years' of related experience.