

Company: iControl Networks (www.iconcontrol.com)

About iControl:

Palo Alto-based iControl Networks is an award-winning, venture-backed software and services innovator providing mass-market solutions for the remote home monitoring market. Our web-based iControl Remote Home Monitoring System helps people stay connected in real-time to what matters most—their family, property, home, and business—from anywhere in the world, anytime, day or night.

Title: Solution Engineer

Department: Customer Services

Reports to: VP of Customer Services

Classification: Salary, Exempt

Location: Austin, Palo Alto, Philadelphia

Essential Duties and Responsibilities:

- Key member of the project delivery team
- Create requirements based on engaging with customer on their business problems and needs
- Map business problems to technical requirements
- Develop and deliver technical specifications, requirements documents, release notes, and other technical documentation
- Install and configure iControl server
- Perform iControl firmware configuration
- Configure and customize systems integrations
- Unit test and deliver functional units to specification and at a high quality
- Troubleshoot and fix bugs both pre- and post- production
- Partner with client groups in a team setting, taking ownership of the objectives to achieve business results
- Work without constant direction and thrive in ambiguous situations

Job Knowledge, Skills and Abilities:

- Strong problem-solving and analytical skills.
- Engineering background with 5 years or more commercial experience in C, C++, Java or another structured programming language
- 7+ years experience in a customer-facing role solving business problems and implementing technology
- Strong understanding and hands-on experience with networking and enterprise systems architecture
- Experience with service provider operations including OSS/BSS, service provisioning, service assurance/customer care, field services, monitoring, reporting, and network architecture (core, last mile, in-home, etc.)
- Strong troubleshooting skills. Demonstrable experience in troubleshooting issues in complex distributed systems using common tools

- Commercial experience building web applications for relational databases with WebLogic and Oracle RAC
- Experience in supporting high-availability Oracle solutions
- Requires excellent verbal, written, and presentation skills
- Uses acquired professional knowledge to determine method for issue resolution

Education and Experience:

- Bachelor/Masters degree in Computer Science, Electrical Engineering or related technical discipline.
- 5-7 years work experience desired.

Supervisory Responsibilities:

- N/A

Physical Demands:

- Some physical effort required.
- Regularly required to sit, stand, bend, reach, climb and move about the facility and our partners' facilities.
- Required to lift small boxes (less than 35 pounds)

Work Environment:

- Required to perform other duties as requested, directed or assigned.
- Required background investigation (www.hireright.com)