

Mach Alert System Specialist

Description

Mach Alert, Inc., located in Tampa, Florida, produces the Mach Alert Fire Station Alerting system, a premium public safety solution for fire and medical dispatch. Mach Alert is an enterprise software and hardware package designed to streamline the process of sending alerts from public safety answering points and emergency dispatch centers to fire stations and first responders.

The system specialist will play a key role in the future of Mach Alert, Inc.'s project implementation team as both a technical expert and a field service provider. Under minimal supervision and working alongside other experienced Mach Alert technicians and engineers, the system specialist will be responsible for the system implementation, optimizations, software upgrades, and/or support issues that power Mach Alert, Inc.'s public safety products.

Education and Experience

- Previous experience and proficiency with TCP/IP networking, LAN/WAN technologies, and basic electronics
- Proficient with various electrical hand tools and test equipment: Multimeter, O-Scope, and signal generator
- Experience with RF radio communication systems, public safety communications, cellular communications, and emergency response a plus
- Software troubleshooting skills and experience a plus, including but not limited to configuration, testing, performance analysis, deployment, and troubleshooting a plus
- Familiarity or previous experiences with PLCs, HMIs, Controls & Automation, LMR, RF Systems, & wired systems a plus
- Must have strong self-management skills and people skills to work closely with customers, sales, project management, and product engineering teams
- Must be self-motivated and self-managed to perform the required duties at a distance from direct supervision
- Aggressive/Creative problem-solving skills; ability to get things done in a multi-organizational environment
- Effective communications and interpersonal skills including public speaking
- Demonstrated record of success in academia and/or previous work history
- Five or more years of relevant work experience (military experience in electronics or computers a plus)

As a system specialist you will be on a rotating service phone schedule that will carry a service phone 24/7 on assigned weeks in the rotation.

Working Environment and Travel

The primary work location is our office in Tampa, FL. Travel to client locations for project implementations across the USA and Canada are scheduled to be home most weekends. Total travel is expected to be ~50%.

All full-time Mach Alert, Inc. employees must maintain a valid passport or obtain one within six (6) months of their hiring and must be eligible to travel internationally. Must have a valid US state driver's license and pass a pre-employment background check and drug screen

Submit resumes to: careers@machalertinc.com

Mach Alert, Inc. is an Equal Opportunity Employer