

## **Sunhillo Corporation Job Description**

**Job Title:** Support/Lab Engineer  
**Department:** Engineering  
**Reports To:** Software Engineering Manager  
**FLSA Status:** Exempt

### **JOB SUMMARY**

The Support Engineer focuses on all aspects of customer support of Sunhillo Corporation's manufactured products and commercial off the shelf (COTS) solutions. A key aspect of this role is to configure and setup lab environments using Sunhillo's equipment, COTS hardware and COTS software to match field scenarios. Sunhillo Corporation is an ISO9001 company so following company processes and standards is part of all job functions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** *include the following. Other duties may be assigned.*

- Interface with the customer for support
- Enter/Maintain support tickets
- Learning all of Sunhillo products
- Learning radar protocols
- Lab setup to emulate field issue and assist engineering and test.
- Occasional travel required (1-2 weeks a year)

**QUALIFICATIONS:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **KNOWLEDGE & SKILLS**

- Good customer skills
- Knowledge of at least 1 FAA system (for example):
  - Radar
  - ERAM
  - ATOP
  - ECG
  - STARS
- Unix/Linux/Windows based computer systems.
- Understanding of networking and ability to setup small networks
- Strong oral and written communication skills.
- Understanding of serial communication a plus

### **EDUCATION & EXPERIENCE**

- Bachelor's degree or equivalent work experience
- 2 – 5 years (minimum) experience with technical customer support

- 1 year (minimum) experience in one or more FAA systems
- Test Engineering experience a plus

## **CERTIFICATES, LICENSES, REGISTRATIONS**

NA

**PHYSICAL DEMANDS** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Work in an Office environment (mobility, working at a computer terminal, extensive communication with customers).
- Must be able to lift and carry 50 pounds.
- Must be able run cables, including under the floor and above the ceiling, (kneeling and ladder climbing).

**EMPLOYER'S RIGHTS:** This job description does not list all the duties of the job. You may be asked by supervisors or managers to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in this job description. The employer has the right to revise this job description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason.