Autologic Job Description

autologic

Title: Software Engineer – Technical Services

Reports to: Technical Services Team Lead UK

Based at: Commack, New York

Normal working hours: Monday – Friday 8:30 - 5:30

Job summary:

The purpose of this role is to improve existing software through scheduled software releases and to provide efficient and effective software support to customers, distributors and the technical team via telephone and other electronic methods. The role includes developing the data for the software functions via data processed from third parties. The role also involves writing tests and testing software to maintain software quality standards. You will work as part of a team on a daily basis to achieve a high level of customer satisfaction and software development standards.

Key responsibilities and accountabilities:

- Providing customer support via the CRM, email and telephone
- Investigating log files from the diagnostic tool
- Analysis of protocol data to create simulators from vehicle logs
- Use the CRM to record transactions and keep appropriate records
- Support technicians around the world to resolve engineering queries
- Working with the technicians to resolve customer queries in a timely manner
- Identifying and repairing bugs in the software
- Create and process bespoke updates for customers
- Creating and implementing new software functions
- Document development tasks
- Maintain software quality standards
- Writing and performing software checks
- Writing and performing software tests
- Adhering to software version control
- Keep abreast of new techniques, technology changes, methods, languages, software cycles and technology trends
- To adhere to company policies and procedures, quality standards and Health and Safety practices.
- Identifies opportunities for continuous improvement
- Adopts a professional manner at all times with colleagues and customers
- Any other duties required in order to support the needs of the business
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Specific job skills:

- Strong communication and problem solving skills
- Excellent attention to detail
- Logical reasoning

- Team player
- Experience of software engineering programming
- Ability to learn new programming languages
- Ability to plan tasks to deliver to deadlines
- Ability to follow process
- Analysis and understanding of communication protocols
- Basic understanding of cars and car systems
- Ability to interpret scripts used for software development
- Ability to plan tasks to deliver to deadlines

Qualifications:

- Degree in Electrical and Electronic Engineering (and/or)
- Degree in Computer Science

Desirable Computer Skills:

- C#
- C++
- ASP.net
- Visual Studio
- SQL
- Java
- Powerbasic
- PHP
- Python
- VB
- Team Foundation Services
- GIT
- CVS
- Microsoft office packages

Other Desirable Skills:

- Experience of the automotive industry
- Understanding of electronics
- Analysis and understanding of communication protocols
- Basic understanding of cars and car systems