Applications Specialist

Department: Technical Support
Reports To: Director of Technical Support

Summary

Tucker-Davis Technologies (TDT) designs, manufactures and sells highly innovative instrumentation to the neuroscience research market. TDT products are utilized in exciting experiments in university, government and private labs all around the world. TDT specializes in electrophysiology and complex signal processing across a wide range of neuroscience applications.

TDT applications specialist provide high level technical support to neuroscientists around the world. Common tasks include responding to customer inquiries by telephone, email and remote computer sessions. Applications specialist are experts in the setup, configuration and troubleshooting of TDT hardware and software across a wide range of research applications including auditory neuroscience and extracellular neurophysiology. Successful candidates will be highly organized, customer service oriented and capable of systematically troubleshooting and resolving complex technical support inquiries.

Essential Duties & Responsibilities

Detailed below are duties and responsibilities of position, other duties may be assigned.

- Provide written, verbal and remote computer aided responses to customer inquiries regarding the use of TDT software and hardware.
- Develop, write and edit technical documents including user manuals and other product related technical information. Produce applicable drawings, diagrams and software examples to present material for publication.
- Aid customers in the installation of TDT equipment and the design of experiments in TDT software. Travel as needed to provide on-site customer training.
- Facilitate requests for warranty repair or replacement of customers' equipment.
- Update support cases and ongoing customer communication in CRM database.
- Develop and maintain software projects for the production testing of TDT hardware.
- Assist TDT engineers in new product testing and systematically identifying, tracking and resolving software and hardware issues. Maintain and update records, revisions, test results, as well as customer feedback.

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.

- Must be highly organized, detail-oriented and self-motivated.
- Excellent verbal and written communication skills, required.
- Strong computer skills with experience in MATLAB and Python, preferred.
- Knowledge of mathematics and digital signal processing techniques, preferred.
- Strong technical writing skills with knowledge of Word, Excel and FrameMaker, preferred.
- Customer service focus, patience and a healthy sense of humor, preferred.

Education and/or Experience

Master's degree preferred from a four-year college or university; one to two years related experience and/or training; or equivalent combination of education and experience. Work experience in a research lab environment is highly desired.

Language Skills

Excellent verbal and written communication skills with strong technical writing skills. Ability to read, analyze, and interpret schematics, software code as well as common scientific and technical journals. Ability to effectively present information to management and other departments.

Mathematical Skills

Ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations. Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis.

Reasoning Ability

Excellent problem solving skills required. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions and deal with abstract and concrete variables.

Certificates, Licenses, Registrations
Valid Driver's license.

Work Environment
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. TDT is a nonsmoking environment.