



About Us

FacilityConneX’s mission is to provide the industrial and Facilities customer a world-class real time continuous monitoring system for any facility - Anytime, Anywhere. Partnered with GE and leveraging many of their best software technologies, FacilityConneX offers an industry leading experience for customers to gain insight on their own systems and data. We, with our cloud based solution, FacilityConneX, are a wholly owned subsidiary of AutomaTech, Inc. For more information, go to www.facilityconnex.com

AutomaTech offers a great work environment, professional development, challenging careers, and competitive compensation. AutomaTech is an [Equal Opportunity Employer](#).

Posted Position Title

Customer Experience Engineer – Facilities and Industrial Analytics

Career Level

Experience Level

Function

Operations

Location(s) Where Opening Is Available

United States, Virginia or Greater Boston Massachusetts

Relocation Expenses

Negotiable

Role Summary

As a Customer Experience Engineer for FacilityConneX, you will be embedded in a close knit team responsible for customer experience and deployment for our cloud hosted, monitoring-based commissioning and equipment optimization software solution with state-of-the-art visualization, detection, and analytics. We are looking for a candidate that is energetic and ready to jump into a fast paced customer environment of leading edge data connection and analytics. These implementations will be optimized on-site for performance and deployment into our Hosted Industrial Cloud environment.

Essential Responsibilities

Your responsibilities will be as follows:

- Provide continuous commissioning analysis for our FacilityConneX customers utilizing our analytic findings, their data, and knowledge of facility equipment (HVAC, Chillers, Boilers, etc.), sequence of operations, and expected condition behaviors.
- Determine and Identify top maintenance and energy savings actions by looking at fault detections.
- Lead monthly customer communication with assigned customers to discuss site stability, re-configuration modifications, and FacilityConneX application functionality, results, priorities, and the value of the system.
- Recommend and prioritize appropriate actions to be taken to improve equipment performance, increase savings, and recommend design consideration or utility incentive studies.
- Ability to clearly and accurately create customer documentation of analysis recommendations and Commissioning Reports
- Interact with the Sales and Commercial teams to provide pre-sales technical support for customer engagements.
- Work with Engineering to validate analytics logic, make recommendations for changes in the analytics, and identify new analytic opportunities.
- Work directly with Customers and Support team to diagnose and correct customer application, deployment, and connection issues
- Work with Industry Experts in various markets for new commercial offerings. Design and document customer application solutions.

Additional responsibilities may include:

- Deployment, including Software Configuration of equipment data and analytics
- Configuration of control protocols and drivers specifically Modbus, OPC, and BACNET Technologies.
- BMS / BAS Configuration and Data Export
- Create Clear and concise Documentation of Onboarding Requirements
- Work directly with customer on-boarding team to assure connection and deployment is the best customer experience and satisfaction.
- Customer Administration and Basic Use Training of FacilityConneX
- Validate and troubleshoot IT / connection issues at the customer site
- Create Software or scripting for Internal tools or custom deployment activities



Qualification Requirements

Required Qualifications include:

- B.S or M.S. in Mechanical Engineering, Computer Science, or related degree or years of experience equivalent
- Minimum 5+ years of industry experience
- Understanding of HVAC data and equipment, including sequence of operations, optimization strategies, and expected condition behaviors
- Energetic and self-motivated.
- Must have strong customer verbal communications, written communications, and inter-personal skills.

Preferred Qualifications include:

- Scripting and Software configuration for automation, customer configuration and custom internal tools and processes
- Knowledge of various BMS / BAS system and their configuration
- Basic Knowledge and understanding of IT / computer infrastructure for diagnosis of connection based issues
- Knowledge and experience with control protocols, specifically Modbus, OPC, and BACNET Technologies.

Eligibility Qualifications

FacilityConneX will only employ those who are legally authorized to work in the United States for this opening.