



Company Description:

IDSY, the leading provider of end-to-end wireless asset management solutions, is offering a great opportunity for a Sr. Software Support Engineer Representative to be a key contributor to this growing technology company.

IDSY is headquartered in New Jersey and is a publicly-traded (NASDAQ: IDSY) technology company that design, develops, services and supports complete solutions for wireless asset management for Fortune 500 companies, and now SMB opportunities after a recent acquisition. Our products revolutionize our customer's ability to improve the safety, security, and utilization of their mobile assets and workforce. For more information on our products and solutions, visit www.id-systems.com.

Our Connective Vehicle Solutions group develops, sells and supports unique and patented products and solutions to global rental fleet and car sharing providers. These systems enable our customers to offer superior customer experience, add additional revenue not available with manual processes, and transform and streamline their business operations.

For Industrial Truck Management, I.D. Systems designs and delivers products which focus on facility and campus logistics operations via its vehicle management solutions. These systems monitor and control vehicles in warehouses, manufacturing facilities, and airport/seaports. Our SMB product line of similar systems is marketed by our Keytroller subsidiary out of their Tampa, Florida offices.

Asset Intelligence, a subsidiary of I.D. Systems, is based in Plano, Texas, and is a leading provider of trailer, container, chassis and freight tracking solutions for truck-load carriers, private fleets, leasing companies, freight transportation providers and shippers. We offer a full range of telematics solutions to improve fleet and freight visibility, productivity, utilization and profitability.

All employees are offered an excellent benefits package including medical, dental, vision, voluntary life, short/long term disability, flexible spending, 401(k) plan, and paid time off.

If you thrive in a growing, high-energy, results-driven culture, we have a career opportunity for you!

Senior Software Support Engineer

Troubleshoot and resolve software issues ensuring customer satisfaction with every interaction. Our goal is to accurately close cases as expediently as possible while providing future documentation and step by step instructions for Tier 1 CSRs to ensure they can consistently support and close future instances of similar cases.

The Senior Software Support Engineer works with development team(s), implementation team(s), CSRs, and customers on an extensive basis during and post-implementation of our proprietary HW/SW solutions. S/he will document and communicate thoroughly with all

impacted parties. This position has a high degree of complexity and ownership to resolve the hardware and software issues that may arise. This position is based in Woodcliff Lake, NJ but will require travel on request. Travel requirements will be associated with offsite software installations and upgrades.

Position Responsibilities:

- Primary responsibility to troubleshoot and resolve software and hardware issues. Case resolution must be accurate, timely, and ensure customer satisfaction.
- Manage diagnosis and resolution of solution implementation and/or installation issues from initial roll out and over subsequent functional and maintenance hardware, firmware and software releases
- Coordinate closely with Business Relationship Managers to ensure timely communications during incidents, outages, and other service events
- Ensure day-to-day functionality of solutions in production
- Act as top-level escalation point on support issues for key clients to the development team. This will include remote and onsite troubleshooting and management of resolution.
- Act as liaison for application and database issues between customers and developers.
- Apply existing knowledge of programming, databases, and operating systems to research and provide direction and/or resolution for application, database or technical problems as identified in a case.
- Work with level 3 product support to acquire product patches and new standard versions for delivery to customers.
- Provide software installation, bug fixes and system upgrades
- Provide courteous assistance and technical support to Customers via phone/email/web, to resolve issues related to the installation, functionality, and usage of our Products.
- Create and document detailed solutions and workarounds using CRM software to build a knowledge database that can be shared with T1, T2 CSRs.
- Meets established efficiency and effectiveness standards regarding customer service factors
- Participate in 24 x 7 on call rotation for technical backup.
- Out of State Travel to client sites will be required (estimated 25%)

Role Requirements:

- BS in Computer Science or equivalent
- 4-7 years of technical customer product support experience and operations
- Experience with SQL database, administration, and maintenance
- All applicants must be currently authorized to work in the United States.
- Valid Driver's License

Additional Requirements:

- Demonstrable proficiency in each of the following:
 - Technical Documentation of troubleshooting and problem resolution steps
 - Track and report quality assurance beta testing on our software and hardware for bugs and failures
 - Understanding of programming languages and ability to write scripts (e.g. PowerShell Scripts)
 - Experience with T-SQL scripting
 - Website management and deployment (IIS, FTP)

- Experience with web service deployment and configuration
- Experience with Windows store certificate management (SSL TLS1.2)
- Experience with log management (syslog, Splunk, ELK, or similar tools)
- Experience with TFS for managing work items and SF.com for managing customer cases
- Remote Desktop Applications (RDP, Citrix, Go-Global)
- Basic knowledge of Remote Connection Software (Checkpoint, Cisco, PC-Anywhere)
- Experience with general networking, a plus ((DNS, UDP/TCP, TCP/IP, Wi-Fi, PEAP, ARP)
- Experienced with software installation and general desktop support issues for Windows OS environment

Salary: DOE and full benefits package
EOE M/V/F/D

Please visit www.id-systems.com for more information on our company