



Position: Support and Training Engineer

Location: Santa Clara, CA

About the company:

Beat the Traffic® is revolutionizing the presentation and delivery of traffic information on television, on the web and wireless. Do you want to join us?

The award-winning solution features 3-D, high-definition animated maps, compelling on-air, on-line and mobile components, lower-third tickers and a one-of-a-kind traffic forecasting system. The station-specific, artist-enhanced viewer presentation incorporates industry-leading traffic data providing the highest accuracy and broadest coverage... for breaking news and traffic.

We offer a fast-paced and fun work atmosphere, and are centrally located in the Silicon Valley.

Responsibilities:

The Support and Training Engineer will:

- Configure and prepare systems for existing and new customers
- Work on graphical modifications as needed using Photoshop
- Write computer documentation for the software and hardware
- Accomplish on-site installation, configuration and update of PC-hardware and software for the end-user
- Train customers on the software and hardware system
- Provide technical support of existing customers; on-site troubleshooting as needed

Qualifications:

We are looking for an intelligent, technologically advantaged person who has the ability to communicate well with clients. The ideal candidate would:

- Have a bachelor's degree in Computer Science
- Show solid customer service skills; with a proven track record that demonstrates an ability to work well with senior management, direct supervisors, peers and vendors
- Know the television and cable broadcasting systems (Broadcast experience in school or actual radio/TV environment is a plus)
- Have above average computer skills in all Microsoft products as well as adobe Photoshop and a general capacity to learn proprietary software quickly
- Demonstrate efficient and professional communication skills; with the ability to write effective and accurate technical documentation
- Must be able to work under deadlines while maintaining accuracy and attention to detail
- Be able to multi task and re-prioritize several issues throughout the day/week/month

To Apply:

Email resume, cover letter and salary requirement to [careers123 at beatthetraffic.com](mailto:careers123@beatthetraffic.com)