

Job Title: Product Test/Support Engineer**Location: Omaha, Nebraska****Job Type: Full-time****Salary: \$50 to \$85k depending on qualification/Experience****Job Overview:**

We are seeking a highly motivated Product Test/Support Engineer with expertise in mechanical systems, HVAC (Heating, Ventilation, and Air Conditioning), and control/automation technologies to join our team. This individual will be responsible for performing lab and field testing, providing technical support to customers and internal teams, and ensuring the highest quality standards are met for our products. The ideal candidate will have a strong mechanical/HVAC background, along with practical knowledge of control systems and automation.

Key Responsibilities:**1. Lab Testing:**

- Conduct laboratory-based testing of HVAC and mechanical systems, components, and products.
- Set up test equipment, run tests, and record data to evaluate product performance, functionality, and safety.
- Analyze test results and provide detailed reports and feedback to the design and engineering teams.
- Ensure tests meet regulatory standards and company specifications.

2. Field Testing:

- Perform product field testing at customer sites or project locations.
- Troubleshoot and diagnose issues in the field, providing timely and effective solutions.
- Gather performance data from real-world applications and provide feedback for product improvements or refinements.
- Ensure that installations and systems are functioning as intended, addressing any performance issues identified during field tests.

3. Technical Support:

- Provide technical support to customers, sales teams, and engineering departments regarding product performance, installation, and troubleshooting.

- Answer technical queries, provide product manuals and documentation, and assist with resolving product-related issues.
- Guide customers in optimizing the use of products through efficient system configurations, settings, and maintenance recommendations.
- Create and maintain technical documentation, including troubleshooting guides, test procedures, and product manuals.

4. Collaboration with Engineering Teams:

- Collaborate with design and engineering teams to improve existing products based on test results and customer feedback.
- Assist in the product development lifecycle, providing input on design changes, test plans, and product validation.
- Review new product designs for potential testing needs and prepare testing protocols.

5. Automation & Control Systems Knowledge:

- Provide expertise in the integration of control systems and automation within HVAC or mechanical systems.
- Test and validate control systems, sensors, actuators, and variable frequency drives, used within HVAC and mechanical applications.
- Troubleshoot issues related to control systems and recommend appropriate solutions.
- Provide guidance on software integration and system performance to improve automation and control functionalities.

Qualifications:

1. Education:

- Bachelor's degree in Mechanical Engineering, Architectural Engineering, Control Systems Engineering, or related field.

2. Experience:

- 3+ years of experience in product testing, technical support, or a similar role, with a focus on mechanical systems, HVAC, or automation controls.
- Experience in lab testing, field testing, and system troubleshooting.

- Familiarity with control systems, automation, and HVAC control equipment (e.g., thermostats, variable speed drives, sensors, and PLCs).

3. **Technical Skills:**

- Knowledge of HVAC systems, including heating, cooling, air handling, ventilation, and refrigeration.
- Strong understanding of automation and control systems, such as sensors, actuators, variable frequency drives, control boards, and building management systems (BMS).
- Proficient in reading schematics and technical manuals related to HVAC and control systems.
- Experience with data analysis and the ability to identify trends and issues from test results.
- Familiarity with industry standards and regulations for HVAC systems and testing procedures.

4. **Soft Skills:**

- Strong problem-solving skills with the ability to troubleshoot complex mechanical and control system issues.
- Excellent communication skills, with the ability to explain complex technical concepts to non-technical customers.
- Ability to work effectively both independently and as part of a team.
- Strong attention to detail and organizational skills.
- Ability to manage multiple tasks and meet deadlines in a fast-paced environment.

Work Environment:

- Primarily based in a lab environment with some field testing required at customer sites or job locations.
- Occasional travel may be necessary to perform field tests, offer on-site support, or assist in installations.

Why Join Us?

- Be a part of an innovative company dedicated to delivering high-quality, reliable products in the HVAC and control systems space.

- Opportunity to work on cutting-edge technologies and collaborate with cross-functional teams in product development and improvement.
- Competitive compensation, benefits, and opportunities for growth in a dynamic industry.

Company Benefits:

- Medical and Dental Insurance
- 401(k) Retirement Plan
- Paid Time Off and Holidays
- Bonus Pay

How to Apply:

Interested candidates should submit their resume and a cover letter to Indeed.com/email to bkuich@bes-tech.net