

Field Support Engineer

ABOUT US:

Quester Tangent has had the privilege of being at the forefront of the train technology industry for over 30 years. Based on Canada's beautiful Pacific Coast, our talented team takes pride in helping to make smarter and more connected trains through every stage of the lifecycle - from design to ongoing support. Our leading-edge solutions help enhance public transit systems across North America, making travel safer, more efficient, and comfortable for everyone.

When you join Quester Tangent you will be joining a closely-knit team that is passionate about the work we do and the positive impact it has on transit systems. Working on large, multi-year projects allows you to see the long-term difference you are making. If you would love to contribute to meaningful change in the world's transit networks, Quester Tangent would love for you to join our team.

THE ROLE:

Reporting to the Customer Experience Manager and working closely under the guidance of assigned Project Manager(s), the Field Support Engineer plays a key role in delivering hands-on technical support to our customers across various locations. This highly travel-intensive position involves collaborating with multiple internal departments to provide comprehensive in-field services—including training, commissioning, testing and validation, equipment updates, and troubleshooting—for our Train Control & Monitoring System (TCMS) and Passenger Information System (PIS) solutions.

COMPENSATION:

The salary range for this role is \$62,000 - \$83,000, though actual compensation may vary based on factors such as experience and qualifications.

KEY RESPONSIBILITIES:

A significant portion of the Field Support Engineer's time will be spent working with our transit customers' engineering teams in an on-train environment to:

- Support commissioning of Train Control and Monitoring Systems (TCMS), as well as Passenger Information System (PIS).
- Perform post installation check-outs to ensure equipment is properly installed. • Perform system level integration testing to validate system installation and confirm proper integration between on-train equipment and systems.
- Work with both our own, and our customers' engineering team to troubleshoot support issues identified by our customers.
- Provide our transit clients on-site and remote equipment software updates.
- Deliver training to operations, maintenance and engineering staff at transit authorities on the use and maintenance of our TCMS and PIS systems and components.

QUALIFICATIONS, SKILLS AND ABILITIES:

- Bachelor's degree in Engineering or a related field, or an equivalent combination of education and experience.
- Minimum of 3 years of post-graduate experience in an engineering role.
- Broad experience working with electronic equipment and systems.
- Proficient in using software within both Windows and Linux environments.
- Solid understanding of communication network protocols such as TCP/IP and serial communication, across both wired and wireless configurations.
- Strong organizational skills with the ability to manage multiple tasks, priorities, and deadlines effectively.
- Excellent verbal and written communication skills, with the ability to engage professionally across all levels of an organization.
- Proactive and solutions-oriented, with demonstrated problem-solving capabilities.
- Customer-focused mindset with strong interpersonal skills.
- High attention to detail, particularly in maintaining accurate records, supplies, and documentation.
- Comfortable working in a fast-paced, evolving environment with shifting priorities.
- Committed to continuous improvement and operational excellence.
- Willing and able to travel extensively, representing QT during integration testing at customer sites across North America and Asia.

WHY JOIN QUESTER TANGENT?

- **Expertise and Innovation:** At Quester Tangent, your ideas shape our future. Our creative community tackles challenges together, celebrating each step forward.
- **Impactful Work:** As a passionate team, we're devoted to improving public transit and making a real difference in communities worldwide.
- **Growth and Development:** We invest in your development through mentorship and opportunities, helping you build expertise and advance your career.
- **Work-Life Balance:** We value your time outside of work and encourage you to disconnect and recharge after hours.
- **Inclusive Culture:** Your unique perspective makes us better. Here, differences are celebrated, and every voice shapes our success.
- **Perks and Benefits:** From quarterly "me days" to engaging company events, our strong compensation package supports your well-being.

Quester Tangent Corporation is an equal opportunity employer and encourages applicants from diverse backgrounds, including women, Indigenous peoples, persons with disabilities, and members of visible minorities. We are committed to providing accommodation throughout all stages of the recruitment process in accordance with the British Columbia Employment Standards Act (ESA). If you require accommodation during the hiring process, please inform the Human Resources representative. All information regarding accommodation requests will be handled with the utmost confidentiality.