



We produce the clearest, most realistic and advanced holographic images in the world.

Zebra Imaging, number 348 on the Inc 500 list of fastest-growing private companies and number 99 on Deloitte Technology Fast 500 list, is pushing the boundaries of color, interactive, real-time holography. Zebras include world-class experts and inventors in the areas of 3D imaging, holography, computer graphics, 3D data processing, and systems design, development and engineering. Located at the edge of the Texas Hill Country in Austin, surrounded by high-technology, we are the innovative leaders in new media holography. If you would like to be part of a collaborative, multi-disciplinary high growth company taking hologram technology to the next level, consider a career with us!

## **Customer Support Field Engineer**

### ***Full-time Position***

Provide high level turn-key system support and maintenance of Zebra Imaging's Digital Holographic Imaging Systems, including troubleshooting, maintenance, training and providing overall systems expertise. As a technology expert co-located with customer field personnel, this person will also be responsible for growing the awareness level of Zebra's holographic imaging capability and supporting increased volume of product and imaging sales.

### **Essential Job Functions include but are not limited to:**

- Provide primary customer care and coordinate all requests and product information between the project office and field locations. Will be the customers "go to guy" for all onsite issues.
- System testing and calibration of complex electro-mechanical, imaging systems including lasers, motion servos, optics, photosensitive film, system controllers and power supplies.
- Troubleshoot system failures to determine root cause. Repair and or replace faulty parts and implement calibration procedures for film exposure.
- Provide technical training and user operation training courses.
- Become Zebra Imaging's 3D technology "evangelist" by developing strong professional relations with key customer personnel.
- Provide technical sales and perform product demonstrations.
- Coordinate all activities with assigned customers including order entry, image data sourcing, file processing, communication to production and final product delivery.
- Additional duties as required and assigned.

### **Knowledge, Skills, and Abilities:**

- A "can do" attitude. The willingness to learn new technologies, applications and new ways of doing things.
- Self starter with the ability to work unsupervised at remote locations, self sufficient and dependable.
- Must have great customer service skills and the ability to interact with all levels of personnel effectively.
- Strong knowledge of precision motion control and optical systems. Forward Looking Infrared (FLIR) experience a plus.
- Must have proficiency with common electronics lab equipment such as oscilloscopes, multi-meters, laser energy meters, and programmable power supplies.
- Solid understanding of wiring diagrams, circuit schematics, PCBs and electronics components.

- General electronics repair knowledge: soldering, wiring, making cable assemblies with connectors.
- Knowledge of Class 4 lasers and laser safety procedures a plus.
- Knowledge of photopolymers or other photosensitive films a plus.
- Prior deployment as a contractor or military personnel a strong plus.
- Good verbal and written communication skills.
- Good knowledge of Microsoft Office (Excel, Word, PowerPoint) and related software.
- Ability to work as a team player.

### **Requirements**

- Associates or Bachelors degree in Electronics Engineering or Electronics Engineering Technology required as a minimum. Extensive military electro-mechanical and Optical experience can substitute for education.
- 5+ years Field Engineering Support of high tech capital equipment or related experience.
- Past experience with the Military as a NCO or as a technical contractor is highly desired.
- This position requires the ability to obtain and maintain a U.S. Government security clearance.
- Willing to deploy OCONUS for multiple rotations of up to 6 months.
- Willing to travel to CONUS locations as needed.

### **Keywords**

FLIR, Geometrical Optics, Photopolymer, Imaging, Laser, OCONUS, Field Engineer, Overseas, Expat

Zebra Imaging offers highly competitive base salaries, stock options and a full complement of benefits upon date of hire. Traditional benefits: medical dental, vision and life insurance, short-term and long-term disability insurance, 401(k) plan, educational expense reimbursement, three weeks vacation and 12 paid holidays annually. Non-traditional benefit: An opportunity to contribute to this leading edge technology in a fun, energetic environment.

Check us out at: [www.zebraimaging.com](http://www.zebraimaging.com)

Candidate must have the permanent and legal right to work in the United States for any employer.

Send resume to: [Recruiting@ZebraImaging.com](mailto:Recruiting@ZebraImaging.com) with CSFE in subject field.