



## Software Application Support Engineer

Olathe, KS September 2018

### The Field

A Software Application Support Engineer are individuals that provides technical support across a spectrum of industrial software products. It requires both technical knowledge and customer service skills. Individual must be able to learn many types of software quickly and be able to communicate both concepts and details regarding that software.

### The Company

Logic, Inc. is a 40 person, privately-owned Kansas City-based distributor of industrial automation products typically used in utilities and manufacturing. Each employee plays an active role in the success of our company. We sell and support programmable controllers, operator interface hardware and software, industrial computers, variable frequency drives, software used in manufacturing, and precision motion control products. Logic, Inc. is a Certified Microsoft Partner. Our corporate headquarters is in Olathe, Kansas with sales offices in Wichita, KS, St. Louis, MO, Springfield, MO and Omaha, NE.

### The Position – Software Application Support Engineer

The focus of this position is application support associated with Logic, Inc. customers using Wonderware software and other software products in manufacturing facilities. Responsibilities include learning real-world applications for the use of software, formal and informal training, creating and preparing technical demonstrations along with on-site support and application engineering. Applications include custom database and web-based interfaces along with off-the-shelf software deployed in manufacturing plants for human-machine interface, plant historian and data collection, and communications to plant floor control equipment. Any type of experience in manufacturing is a definite advantage.

Logic, Inc. is a Certified Microsoft Partner and experience with Microsoft OS products, SQL Server, Visual Studios .NET, networking, and security is necessary.

### General Skill Requirements

- **Learn Quickly** - this includes new technologies, new software, new communications options, and new manufacturing processes.



- **Conceptualize** - ability to listen to technical requirements and conceptualize how these would be met with our current products.
- **Problem Solve and Troubleshoot** – the ability to ask the appropriate questions to find the root cause of an application problem and know when to escalate an issue.
- **Verbal** – ability to explain technical concepts and details such that people clearly understand what you are trying to convey.

#### Personal Characteristics

- **Good Communication Skills** – we are a service organization and as such our value is in understanding the customers’ needs and explaining our solutions to meet those needs.
- **Enjoy People** – to be successful you must enjoy working with many different types of people. This job may require you to be more outgoing than your natural inclination.
- **Team Member** – everyone within Logic, Inc. work together towards the common goal. This is a core value to our company. You will need to meet others requests, request others to do things for you, and respond positively to customers. Simply put, treat others as you wish to be treated.
- **Self-Managing** – we do not micro-manage your work life. You must be able to manage time effectively, organize your material, and perform quality work without constant supervision.
- **Objective Perspective** – for customers we are the manufacturer’s advocate, but to manufacturers we are the advocates for the customer. This does require a certain amount of objectivity for both parties.
- **Conciliatory not Combative Attitude** – we are not dealing with personal core values, but rather selling and applying technical products. We strive to provide great customer service through attentiveness, follow-through, and considering the customer’s perspective

Send resumes to [resumes@logic-control.com](mailto:resumes@logic-control.com)