

**Touché Lighting Control** is presently recruiting for a **Field Services Engineer** who will be part of the Technical Support Services team.

Touché develops innovative technologies that focus on simplicity. We build commercial lighting controls that have enhanced features that allow users to intuitively install and manage their environment through a mobile app running on a smartphone or tablet device. Touché has been in business over 10 years but retains the feel of an agile technology-based startup and offers incredible growth opportunities.

As a Field Services Engineer, you will be responsible for commissioning commercial lighting control systems around the country and providing on-site or remote technical support to customers. You will be a key part of the team that supports the successful implementation of lighting control systems ranging from schools to convention centers.

Reporting to the Manager of Technical Support Services, the Field Services Engineer will provide a high level of competency and consistency in low-voltage and electrical related technical services, as well as positive and professional interactions with customers.

**The ideal candidate is located in a major metropolitan area of Texas, but we will consider all qualified applicants located in the US!**

### **What Will You Do?**

- Travel regularly to perform on-site commissioning and troubleshooting of commercial lighting control systems.
- Perform customer outreach to ensure alignment prior to on-site commissioning.
- Schedule travel for upcoming trips.
- Pre-configure some systems prior to on-site commissioning.
- Train customers on the use and functionality of systems.
- Perform remote startup, troubleshooting, and customer-requested modifications to systems.
- Refine tools, processes, and standards to increase efficiency and add value and stakeholder satisfaction.
- Other duties as assigned – we wear many hats here.
- Provide stellar customer service to our customers!

**Your Qualifications & Attributes:**

- High School diploma or GED. A Journeyman's Electrical license, or an Associates degree or technical school certificate in electrical-related studies is preferred.
- General computer skills using standard MS Office products, specifically Outlook and Excel.
- Technical knowledge of and experience with low voltage and electrical systems, including the ability to set up simple data networks.
- Able to travel cross-country frequently for multi-day trips.
- Possesses strong organizational skills and great attention to detail and accuracy.
- Able to multi-task and prioritize schedule and task requirements.
- Self-starting individual, able to think outside the box to accomplish goals, and work effectively without daily guidance/supervision.
- Comfortable interacting with and training customers from contractor to end-user and ranging from a single individual to a large group.
- Customer-centric mindset governs your approach and actions.
- Able to build lasting relationships with customers through clear and concise verbal and written communication.
- Understands empathetically the issues and perceptions others have and can creatively and successfully work through these issues to achieve a successful outcome and customer and employee satisfaction.
- A positive attitude and strong social skills.

**Know You're A Great Fit?**

Please email your resume and cover letter to:

Steve McBride  
Manager, Technical Support Services  
Touché Lighting Control  
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