



CIMA is a global leader and manufacturer of best in class cash automation equipment. We supply retailers, banks and hospitality clients with solutions that optimize their cash handling processes and reduce the costs of managing cash. As a result of growing demand for our solutions in the USA we are now expanding our team in Houston, Texas to serve our local partners and customers better. This is a technical role.

ROLE PURPOSE

The Systems Engineer primary responsibility will be to become a domain expert on all of our equipment in terms of functionality and operation. This candidate will require engineering, mechanical and electro-mechanical abilities. The role requires interaction with our partners, who are companies that resell our solutions. Therefore, strong communication skills and the ability to train and liaise with their engineers is essential. We are an Italian company and our central engineering team are based there. The role will require regular interaction with our engineering team in Italy as well.

MAIN RESPONSIBILITIES

- Provide support to our local partner engineering teams. You will be the first point of call for all issues and support requirements they have.
- Maintain an effective help desk system and logging system to respond effectively.
- Troubleshoot technical problems and offer solutions. Escalate to Italy if required.
- Learn and ensure a high level of knowledge on the products we build and the markets we sell in.
- Develop a thorough understanding of our specific market expectations and recommend features to our head office to align our solutions better to the local market.
- Prepare and stage machines for clients prior to delivery.
 - This will require moving heavy machines, uncrating, repacking, etc.
- Assist the sales team with preparing for demonstrations, trade shows, presentations and pilot installations. This may be in-house, at partner premises, or end customer sites.
- Travel to partner locations and customer sites to assist with projects and pilot installations.
 - Some international travel may be required.
- Movement of heavy equipment will be required regularly.
- Other responsibilities and projects as required.

REQUIRED EDUCATION AND QUALIFICATIONS

- Associates degree in electronics or equivalent experience
- Three to five years related experience and/or training; or equivalent combination of education and experience.

REQUIRED SKILLS AND COMPETENCIES

- Conversational Italian speaking is not essential but will be a plus.
- Bachelors or Associates degree in a mechanical / electronics engineering
- Three to five years related experience
- Proven ability to troubleshoot problems and utilize available resources to resolve.
- Excellent oral and written communication skills.
- Excellent multi-tasking and organizational skills are required to manage outstanding issues until resolution.
- Strong PC, network, and applications skills.
- Ability to travel regularly.
- Project Management
- Networking