Bogen Communications, Inc., develops, manufactures, and markets telecommunications peripherals and sound processing equipment. Bogen sells products to commercial, industrial, professional, and institutional customers worldwide, and was founded over 80 years ago. Please visit our website at: www.bogen.com

Overview of Position:
A Bogen's Application Engineer is responsible for designing custom paging systems based on specific customer specifications. This position interfaces with internal Bogen departments, dealers, distributors, and end users. Your goal will be to deliver an industry leading, best-in-class experience to our customers. If you enjoy the challenge of being part of the latest in IP networked audio & communications technologies, we'd love to talk to you! Bring us your passion, your experience, and best practices in solution designs, and together we'll work to not just satisfy, but delight our customers.

Essential Job Functions:
- Design custom paging and audio solutions using Bogen's products and solution software, based on customer specific requirements
- Enter customer’s request into Salesforce and track until design completion
- Work with other departments to complete customer’s request and provide necessary information as needed
- Identify existing Bogen solutions that would be required for the design and that can interface with customer provided systems
- Provide a complete design package that includes; floor plan speaker placement, BOM (Bill of Materials) and connectivity drawing
- Provide technical, troubleshooting, and installation support to customers, and sales teams as needed
- Ensure that all information is captured in Salesforce and that project information is updated and accurately entered and completed
- Ability to effectively communicate with customers and others in a technical support role

Desired Knowledge, Skills, Experience and Education Requirements:
- The ideal candidate would have strong hands on experience in an integration environment and would be familiar with network implementation, audio and paging system design, speaker wiring and speaker layout and placement.
- Proficient in AutoCAD, Visio, and Adobe Acrobat Pro.
- Excellent people, analytical, and problem solving skills.
- Must be customer oriented, skilled in teamwork and collaboration, and be adaptable and innovative.
- Strong verbal, presentation, and written communication skills.
- Experience with PBX, call center and other telephony systems (including FXO, FXS, PRI, etc.).
- Knowledge and experience in unified communications using IP telephony platforms with VoIP, SIP, SIP Trunks, Multicast, RTP, ICE, STUN and TURN.
- Working knowledge of Routing Protocols: BGP, VPLS, OSPF, MPLS, and ISIS very helpful.
- BS in Engineering or related discipline preferred.
- Proficient in MS Office 365, including Project.
- A minimum of 2-years of experience in design.
- Ability to work independently with minimal supervision.
- Ability to manage multiple tasks on time, including ticket administration, communications, and follow up activities.
- Ability to learn in an 'on-the-job' training environment.
Measures of Performance:

- Effectiveness and Efficiency Metrics
  - Customer satisfaction
  - Resolution in one contact
  - Design Service: turnaround time, conversion rate, repeat customers
  - Contribution to the overall Bogen customer experience.
  - Quality of oral and written communications.

- Personality- Self-driven, results-oriented with a positive demeanor. A clear focus on high quality service. Able to think things through. Reliable and determined. Empathic communicator, able to see things from the other person's point of view. Well-presented and businesslike. Responsible and accountable. Able to get along with others and be a team-player. Ability to build rapport with internal and external customers. Ability to prioritize and multi-task in fast paced environment.

- Personal Situation- Able to commute reliably to office base. Able to work extended hours on occasions when required. May need to travel if required to other Bogen sites.

- Specific Job Skills- Able to communicate effectively and efficiently with customers via phone, in writing or in person. Understands the principles of Quality Customer Service. Must be able to read, write, and speak English.

- Work Environment- The work is typically performed in an office/cubical environment.

- Physical Demand- The work is typically performed sitting at a desk with intermittent standing and walking. The team member occasionally lifts

Please Note: The above specific examples are not intended to be all-inclusive. Rather, they represent the typical elements and criteria considered necessary to perform the job successfully. Other job-related duties may be assigned by the team member’s supervisor. This description is subject to change without notice.

Location:.................... 3862 Quadrangle Blvd., Suite 150 • Orlando, FL 32817

Hours:......................... Normal working hours are 8:30am to 5:00pm CST (subject to change), Monday-Friday

Travel:.........................Some domestic travel may be required.

Telecommute:...............N/A

Compensation:.........Competitive starting salary & generous Benefits: Medical, Dental, Vision, Life, & 401k

Please email resume & salary requirements to: estoffer@bogen.com. Only qualified candidates will be contacted.