Software Application Support Engineer - Wichita, KS

The Position – Software Application Support Engineer

A Software Application Support Engineer are individuals that provides technical support across a spectrum of industrial software products, including Wonderware. 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. 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 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.

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 they apply to 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.

What we offer

- Competitive salary & bonus package
- Full benefits package including medical and excellent retirement benefits
- Paid holidays and vacation, personal, sick time.
- Great working environment with a team approach to sales

Who we are:

Logic, Inc. is a 40 person, privately-owned Kansas City-based distributor of industrial automation products typically used in utilities and manufacturing. We sell and support products for machine and process control, software for industrial applications, and precision motion control. 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.

Send resumes to techresumes@logic-control.com