Field Operations Manager

ABOUT THE COMPANY
Persistent Systems is a growing business that develops Mobile Ad hoc Networking (MANET) wireless radio systems for US Government and commercial applications. The radios are typically worn on the person, mounted to manned vehicles, integrated into autonomous unmanned vehicles, or installed at fixed sites. The systems provide on-the-move data, voice, video, and situational awareness capability. Located in the heart of New York City, Persistent Systems is an exciting company that is passionate about delivering cutting edge products.

JOB DESCRIPTION
Persistent Systems is seeking a highly skilled Solutions Engineer Manager to lead our Field Operations team. This person will be responsible for all field operations, including internal and external engineering demonstrations, integration meetings, on and off-site customer support, customer trainings, and building relationships with perspective clients.

POSITION RESPONSIBILITIES
• Partner with VP, Sales to determine Field Operations activities and client support priorities
• Manage team of Field Operations Representatives
• Conduct site surveys to plan, design, and develop a “Concept of Operation” for engineering demonstrations.
• Perform in-house and out-in-the-field engineering demonstrations
• Travel to client sites to directly support the testing, evaluation, and deployment of our systems
• Become an expert users of our Wave Relay system and provide customer support both remotely and on-site.
• Organize and conduct group trainings and integration meetings of Wave Relay
• Act as liaison to military end uses
• Forge relationships with service and product based companies
• Work with the Engineering Team to help drive appropriate product enhancements

QUALIFICATIONS / EXPERIENCE
Applicant should possess comprehensive knowledge of wireless radio system, preferably in Mobile Ad hoc Networking. Applicant must have significant experience in several of the following:
• Performing consultative, solutions-based design and implementation for clients.
• Instructing/Training from a formalized lesson plan
• Customer liaison in order to resolve issues at lowest level
• Strong communication skills (written and verbal) in order to provide customer feedback, student evaluation and After Action Reports
• Research and development efforts
• 2yrs experience with Wave Relay products preferred
• MS or BS in Computer Science or related field preferred

**Applicant must have a security clearance or able to obtain a security clearance.**

EMPLOYEE BENEFITS
Persistent Systems offers a full suite of benefits including medical, dental, vision, disability, and life insurance. We provide multiple plans to suit your individual need. We also offer a matching contribution retirement plan, flexible spending plan, commuter transit program, and a generously discounted gym membership to Equinox.
APPLY
Please send a resume, cover letter, and compensation requirements to jobs@persistentsystems.com.