



## Engineering Position

# Technical Support Engineer

Location: Taipei City, Taiwan

### Company:

Uniquely, IntervalZero's market-leading RTX real-time software transforms Windows into a real-time operating system, enabling economic and performance breakthroughs for systems builders in the global Industrial Automation, Digital Audio/Video, Medical and Mil-Aero markets.

Headquartered along the Boston technology corridor, IntervalZero is relentlessly focused on its customers and we share their pursuit of excellence. The company believes that continuous investment in both our real-time software technology and in strengthening customer relationships is essential for long-term success. That same level of investment and commitment extends to the IntervalZero Team, the company's most important asset.

IntervalZero's RTX RTOS Platform streamlines and simplifies the development of complex systems by leveraging x86 multicore multiprocessing and symmetric multiprocessing (SMP) functionality, and by extending Windows' capabilities with RTX. The platform reduces costs, boosts quality and performance, and significantly reduces reliance on proprietary hardware such as DSPs and FPGAs. IntervalZero's philosophy, combined with more than three decades of embedded software innovation, and the proven value of RTX have enabled the company to build a customer base of market-leading OEMs and end users in its target markets.

### Position:

In the past couple of years, IntervalZero has taken its core real-time operating system (RTOS) platform for Windows and expanded its reach into the industrial machine automation markets of software motion control, machine vision and PLCs with its subsidiary brand called **KINGSTAR**. We are looking for strong technical content / product marketing manager to lead the charge in taking our open and standards-based 'plug-and-play' software machine automation platform message to motion control, machine vision and PLC software engineers by creating technical whitepapers, blogs and video content. As such, the successful candidate for this position needs to be innovative and self-motivated when given mission critical technical content subject matter. This person will be responsible for delivering the IntervalZero and KINGSTAR core message and differentiating us from the competition, to thereby generate traffic and create opportunities.

## What You Will Do:

- Reproduce customer issues and provide solution at the first place.
- Follow internal process to create/log/track customer cases

## What is Needed to Succeed:

- Strong technical knowledge of industrial PLCs, motion control or machine vision software applications
- Strong knowledge of C/C++/C#
- Experience working installing, configuring, and managing Windows Operating Systems (XP, Windows 7, Windows 8)
- Experience developing and debugging with Visual Studio
- Comfortable working and communicating with customers in multiple geographic regions
- Experience in automation and motion control
- Experience working in product support and reproducing customer issues
- Experience software development cycle
- Basic communication in Chinese and English, both written and verbal
- Motivated and willing to learn
- Strong inter-personal and communication skills
- Ability to work in a small team environment or independently
- Eligible to work in Taiwan

## Pluses:

- Experience working on Embedded Windows Operating Systems (XP Embedded or Windows Embedded Standard 7)
- Experience working on PLC like Mitsubishi, Siemens, Omron or AB (Allen Brandley), etc.
- Experience testing user Interfaces for development tools
- Experience w/ a fieldbus (e.g. EtherCAT, CAN bus, PROFINET, CC-Link, Mechatrolink)

## Qualifications and Educational Requirements:

- Bachelor degree of engineering
- TOEIC score 600 above or equivalent

Please send resumes and inquiries to: [careers@intervalzero.com](mailto:careers@intervalzero.com)