

IntervalZero

Job Posting – Waltham, Massachusetts

QA/Support Engineer

About IntervalZero

IntervalZero is committed to reinventing how Industrial Control Systems are developed, deployed, and managed. With decades of real-time software innovation and a global customer base across automation, medical, aerospace, test and measurement, and advanced manufacturing, we have consistently delivered deterministic performance and engineering excellence.

Today, we are extending that legacy into the next era of industrial computing. MaxRT wRTOS™ unifies our real-time and automation technologies into a single platform designed to meet the demands of cyber resilience, IT/OT integration, and cloud-orchestrated control.

Headquartered along the Boston technology corridor, IntervalZero is relentlessly focused on its customers, and we share their pursuit of excellence. We partner closely with machine builders and OEMs to help them transition from operational disruption to remote continuity, from labor-intensive patching to centralized automation, and from compliance risk to built-in resilience. Our focus remains constant: deliver the software foundation that allows our customers to innovate with confidence in a rapidly changing world.

About this Position

IntervalZero is seeking a highly motivated **QA/Support Engineer** to play a dual role—ensuring the quality of our real-time software products and providing world-class technical support to our customers.

This position is designed as a **development path to becoming a Field Application Engineer (FAE)**. The ideal candidate brings strong problem-solving skills, enjoys engaging with customers, and wants to grow into a customer-facing technical expert in pre-sales and post-sales engineering.

Key Responsibilities

Quality Assurance (60%)

- Design, execute, and document test cases for real-time software products (e.g., RTX64).
- Perform functional, integration, regression, and performance testing.
- Reproduce, diagnose, and document defects in collaboration with engineering teams.
- Contribute to test automation efforts (Python, PowerShell, C/C++, or similar).
- Maintain high standards for product quality and reliability across releases.

Customer Support (25%)

- Serve as a primary technical contact for customers, partners, and internal teams.
- Troubleshoot installations, configurations, performance issues, and application behavior.
- Provide guidance on product usage, best practices, and real-time system architecture.
- Document solutions and contribute to knowledge-base articles.

Growth Into Field Application Engineer Role (15%)

Over time, you will:

- Engage with customers during pre-sales evaluations and technical discovery.
- Support proof-of-concepts, demos, and application design discussions.
- Translate customer needs into product feedback and feature recommendations.
- Become a trusted advisor for customers deploying real-time applications.

Personal & Professional Traits

- Self-directed, highly organized, and able to prioritize across multiple customer engagements.
- Strong problem-solving mindset with the ability to think both tactically and strategically.
- Willingness to travel for on-site customer support, technical workshops, or trade shows (as needed).

Qualifications

Required

- Bachelor's degree in Computer Engineering, Electrical Engineering, Computer Science, or related field.
- 1–3 years of experience in QA, technical support, or software engineering.
- Solid understanding of Windows OS, Linux, system architecture, and low-level debugging.
- Experience with programming/scripting in C/C++, C#, Python, or similar languages.
- Strong analytical and troubleshooting skills.
- Excellent communication skills and customer-service mindset.

Preferred

- Experience with real-time systems, embedded development, or industrial automation.
- Familiarity with virtualization, networking, or kernel-level concepts.
- Test automation experience.
- Prior customer-facing engineering work.

Perks and Benefits

- Health, Dental, and 401(k) with an employer match of 25% up to 8% of total compensation.
- Accrue up to 3 weeks PTO annually to start, with additional PTO accruing every year at the company, up to 5 weeks after 10 years.
- 12 Paid Federal Holidays off and one floating Holiday per year.
- Hybrid work environment, with employees in the office on Tuesday and Thursday.
- Flexible working hours.

Interested? Email careers@intervalzero.com