Job Title: Support Engineer

Location: Hybrid (2–3 days per week in Provo, UT office)

Travel: Up to 15%

Job Type: Full-time

About Inertial Sense

Inertial Sense develops ultra-compact, high-performance Inertial Navigation Systems (INS) that power autonomy in robotics, defense, aerospace, and precision applications worldwide. Our mission is to deliver advanced, reliable navigation and sensing solutions that perform in the most demanding environments.

Position Summary

We are seeking a **Support Engineer** to join our customer integration and support team. This role is ideal for someone who enjoys problem-solving, thrives in fast-paced environments, and wants to work hands-on with engineers and developers across diverse industries—including drones, robotics, defense, and autonomous systems.

You will guide customers through integrating our products into their platforms, resolve technical issues, and ensure smooth, successful deployments. While part of the support team, this is a **highly technical role** offering broad exposure to real-world applications, without repetitive tasks.

Key Responsibilities

- Act as the **primary technical contact** for customers during product integration.

- Diagnose and resolve hardware/software issues via email, video calls, or phone.

- Partner with internal engineering teams to reproduce and resolve customer-reported problems.

- Develop and maintain **integration guides, documentation, and knowledge base content**.

- Capture customer insights to help shape product improvements and roadmap.

- Provide occasional on-site support.

What Makes This Role Unique

- **Broad Impact:** Support customers working on cutting-edge autonomy projects—from stabilizing drones to enabling precise indoor navigation.

- **Low Travel, High Engagement:** Minimal time on the road, but a central role in customer success and adoption.

- **Influence & Ownership:** Join a small, fast-moving team where your contributions directly shape product evolution and customer experience.

Required Skills & Qualifications

- Bachelor's degree in **Electrical, Mechanical, Mechatronics, or related Engineering field**, or equivalent hands-on experience.

- Strong troubleshooting skills in **embedded systems, sensors, or robotics**.

- Experience with **serial communication protocols** (UART, CAN, SPI, I²C).

- Proficiency in **C/C++ or Python** for debugging and test automation.

- Excellent communication skills, both written and verbal.

- Customer-focused, collaborative approach with a passion for problem-solving.

Preferred Qualifications

- Experience with **GNSS, IMUs, or navigation systems**.

- Familiarity with **ROS, UAV platforms, or autonomous vehicle stacks**.

- Background in **customer support, field service, or systems integration**.

Why Inertial Sense?

- Competitive compensation and benefits.

- Opportunity to work with **leading-edge technology** in a rapidly growing industry.

- Collaborative, innovative team culture.

- Flexible work arrangements with strong support for work–life balance.

Apply Today

Be part of the autonomy revolution with Inertial Sense. To apply, please send your resume and a brief introduction to info@inertialsense.com. We look forward to exploring how you can help us navigate the future of inertial systems!