

## Support Engineer

Blackrock aims to provide Best of Class approved neurosciences tools to the research community to push the boundaries of human applications. We are a high-tech company that continuously innovates to empower researchers to better understand the brain.

We also aim to be the provider of implantable neural interfaces to restore function to people with neurological disorders. Blackrock already delivers some of the most critical components of leading brain-computer interface set-ups. Every day, Blackrock builds technology that will benefit patients suffering from paralysis disorders, neurological diseases (ALS, Alzheimer's, Parkinson's), and neural dysfunctions (epilepsy, brain trauma).

Join us in that challenge and contribute the following:

### ***What You Will Love Doing***

#### CUSTOMERS

- Manage personal relationships with customers to provide an expert point of contact
- Resolve customer issues in a timely manner through phone, email support or on-site visits
- Visit customer labs for training sessions
- Work closely with Sales to conduct product demonstrations for prospective customers
- Flow customer requirements into new product designs

#### ANALYSIS AND REPORTING

- Develop test protocols and reports
- Analyze support trends and provide management with summary reports to improve internal processes, current products, and to guide future product development
- Development of new product plans through communication with leading edge neuroscientists

### ***What You Will Bring***

- BS/MS/PhD degree, preferably in Neuroscience, Biomedical Engineering or a related field
- Demonstrated aptitude and success in fostering solid, value-based customer relationships
- Capacity to understand customer needs and clearly communicate appropriate solutions
- Familiarity with academic research, preferably neuroscience
- Proficiency at general usage and debugging of computers and software
- Ability to frequently learn new systems and software
- Exceptional verbal, written and interpersonal communication skills
- Ability to tackle and solve problems

- Willingness to travel and visit our customers/patients around the globe
  - About 10-20% of your time under normal worldwide work conditions
  - You are not expected to travel, and should minimize out-of-state travel, amidst COVID-19
- Preferable skills:
  - Programming in MATLAB
  - Experience in basic programming for Python or C++
  - Familiar with manufacturing and quality assurance procedures
  - Experience and knowledge of electrical safety requirements for medical devices

### ***What We Will Give You***

- Access to a diverse, multicultural and caring family-like team
- The challenge of fitting various employee and company organized events (hike, bike, football, volleyball, gaming...) into your working day
- Fantastic facilities with bike parking, lockers, and showers and a direct view of trails up the Wasatch
- Short and long-term disability insurance
- Flexible vacation/sick leave
- Flexible workday organization to meet your schedule
- Health, vision, dental and life insurance
- 401(k) and HSA with generous matching
- An opportunity for personal development and a career that will impact other people's lives in a fundamental way

Blackrock Microsystems is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to color, disability status, national origin, race, religion, sex, or age. However, applicants must be currently authorized to work in the United States on a full-time basis.

To apply, send the following to [jobs@blackrockmicro.com](mailto:jobs@blackrockmicro.com). Incomplete applications will not be considered.

- **A statement on why you would like to work for Blackrock Microsystems**
- **Your CV**