**Project Manager**

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| General Description |
| The Avail Project Manager is responsible for managing all aspects of their assigned projects under the leadership of a Program Manager or the Programs Manager. These tasks include planning for and managing the use of internal resources, negotiating subcontractor agreements, controlling customer expectations, understanding the project from end-to-end, ensuring that the Avail process-oriented approach to running projects internally is being followed, and completing the project within cost and schedule while ensuring that all customer expectations have been met, or managed. This is an entry level position within the Programs Group. |
| Essential Duties/Responsibilities |
| * To familiarize themselves with; the project concept, scope of work to be performed, Avail's offering to the customer, via review of the RFP, proposal, contract, and any other related documents necessary to support planning efforts * Define resources internally and externally that will be required to fulfill project needs * Work with internal organizations in securing required resources and assist in the negotiation of sub contract agreements with outside vendors for supplying resources as required * To work hand-in-hand with the customer and internal project team to negotiate a set of detailed project requirements that will be used as the basis for all other efforts * Stay engaged with the project overseeing all internal efforts to ensure that all technical issues, schedule issues, and costs are being addressed in a manner that is acceptable to the customer. * Hold weekly or bi-weekly conference calls and other required meetings to keep the customer and project team all in sync with what's happening, and resolving questions and/or concerns to maintain team buy-in and support throughout the life of the contract |
| Skills |
| * Self reliant individual with the desire to work as a team player who has strong organizational skills and a methodical approach and the desire to solve challenging issues. * Ability to travel up to 20% of the time with occasional extended trips of a week or more working directly with the customer in a sometimes-challenging environment, while maintaining a positive and professional attitude as the on-site representative of Avail Technologies. * Ability to lead discussions concerning all elements of an Avail system. Proficiency with all technology areas not required but must be able to understand the potential issues in the various areas and provide meaningful input. * Ability to plan projects following company approved processes and then keep that project on track resolving issues before they have any negative impact. * Willing to make the tough decisions when necessary and to defend those decisions when required. |
| education requirements |
| * High school with 6+ years of related work experience or * Associate Degree with 4+ years related work experience, or * Bachelor's Degree with 2+ years of related work experience. |
| PHYSICAL DEMANDS |
| The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.   * While performing the duties of this job, the employee is regularly required to talk or hear/listen. * While performing the duties of this job, the employee is regularly required to work with computers and key board. * Candidates should be able to lift up to 40 pounds |
| **OTHER DUTIES** |
| Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. |
| **TRAVEL** |
| Occasional travel may be required. |

**Avail Technologies is an Equal Opportunity Employer**

**Software Engineer I**

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| General Description |
| Avail Technologies, Inc., a leading provider of intelligent transportation systems, is seeking highly motivated, self-reliant individuals to work as a team player providing creative solutions to challenging technical issues. The successful candidate will participate in the full software life-cycle to design and develop software applications that meet our customers’ requirements and desired functionality. This includes code development, database implementation, documentation, unit testing, and integration with hardware and other software components. Maintain source code control using established configuration management tools and procedures. Assist with deploying, debugging, and maintaining software programs at customer facilities. Travel may be required of the incumbent of this position. |
| Essential Duties/Responsibilities |
| * Write well-designed, efficient, and testable code * Understand development requirements and ensure they are met * Design and develop software using Avail’s standards and conventions * Incorporate verifiable, repeatable unit testing in all developed code * Perform testing and troubleshooting of software bugs * Support the deployment, integration, and testing of software |
| Skills |
| * Experience with one or more of the following programming languages – C#, Java, C++ C, * Experience with web development, including one or more of the following – Angular, Javascript, CSS, HTML5, ASP.Net, Ajax * An understanding of OO design principles, development best-practices, and software lifecycles * Good troubleshooting skill utilizing an organized and methodical approach * Knowledge or experience with mobile development, IOT devices, or embedded systems is a plus * Knowledge of JSON, XML and XSLT is a plus * Knowledge of Microsoft’s .NET and Visual Studio * Knowledge or experience with public transit and intelligent transportation systems is a plus * Knowledge or experience with .NET Core is a plus |
| education requirements |
| * Bachelor of Science in Engineering / Computer Science or equivalent |
| PHYSICAL DEMANDS |
| The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.   * While performing the duties of this job, the employee is regularly required to talk or hear/listen. * While performing the duties of this job, the employee is regularly required to work with computers and key board. * Candidates should be able to lift up to 40 pounds |
| **OTHER DUTIES** |
| Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. |
| **TRAVEL** |
| Occasional travel may be required. |

**Avail Technologies is an Equal Opportunity Employer**

**Sales Specialist**

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| General Description |
| Sales Specialist is a unique and challenging position for outgoing high energy people who truly enjoy traveling and establishing meaningful relationships with potential clients. Provides the implementation of client building relationships and industry direction through continuous client and vendor contact at both property locations and trade show forums. Supports the preparation and publishing of customer compliant proposals responding to RFPs. Tracks and analyzes industry trends and client needs while developing an approach to meet client needs in advance of RFP issuance.  This position requires an individual who is self-motivated, highly organized, and able to develop and execute strategic plans for the pursuit and the capture of business opportunities. This person must be comfortable and exhibit confidence when placed into unfamiliar situations with large groups of people they do not know and have the ability to make those around them feel that confidence. While the Sales Specialist will have support from "inside staff" on things such as marketing, sales literature, coordination of shows and conferences, and the actual development of any proposals or sales offerings, it is ultimately their responsibility to keep the sales funnel full of qualified opportunities and to capture those opportunities to fulfill the bookings and revenue objectives of the company. Through Avail’s "FAST" program, the Sales Specialist along with a Support and Training Engineer will then maintain a long-term relationship with each customer to aide that customer in developing their long-term plans for applying the procured technologies, as well as expanding their system over time in such a manner that they remain "a customer for life". |
| Essential Duties/Responsibilities |
| * Ensure sales activities are conducted in a methodical and strategic manner that communicates the company message clearly and consistently with consistent follow through and communication. * Develop strategies for new customer lead generation, sales and marketing activities, intelligence gathering industry relationships, and existing customer follow-on to maintain sales funnel at necessary level and ensure a high win percentage * Ensure Success rate in converting opportunities into bookings. * Ensure consistent execution of sales and marketing activities per Avail's project process including mentoring when required, and supporting the Operations Department in their regular audit, review, and refinement of the project processes document. * Develop a sales pursuit strategy and execution plan with support from the Marketing, Opportunity Strategist, Account Representatives, and the Director of Business Development * Take full responsibility for the execution of the sales plan to achieve the company's bookings and revenue targets * Working with the Director of Business Development, track the success and accurateness of the sales funnel predictions over time and make adjustments to the pursuit and qualifications approach, as necessary, to ensure the funnel is an accurate and useful tool * Be an integral part of the team and the team’s success. * Aide in the development of proposals and sales offerings by having a detailed understanding of each customer's organization, their current challenges, and their goals and objectives for the future * Through involvement in the Avail FAST process, keep building Avail's relationship with our customer base to ensure we always know their level of satisfaction with Avail as a company, and their ever-evolving needs for technology and operational improvement; then guide them to ensure they are always coming back to Avail to fulfill those needs. |
| Skills |
| * Industry-specific knowledge * Fluent in both written and verbal communication skills * Ability to mingle and build confidence in the Avail solution with potential and existing clients * Logical thought progression to assist customers in planning both short and long-term expenditures * Able to make technical presentations to clients and answer product questions * Dynamic and outgoing personality * Excellent interpersonal skills * A proven ability to analyze a vertical market segment, and through strategic thinking, develop and execute a sales pursuit plan with minimal guidance * A proven ability to close sales opportunities in a timely and professional manner * The ability to provide meaningful input to technical and customer operational discussions * The ability to capture the thoughts and concepts from those discussions in writing, so that both people who were and were not in the discussion have a clear picture of the conversation * Must possess sufficient technical and computer skills to proficiently set up, operate, and explain the use of Avail's products through the demo systems * Proficiency in the Microsoft Office suite of products, including Excel and Word |
| education requirements |
| Bachelor or Associate degree in Business, Marketing, Communications, or related field preferred |
| PHYSICAL DEMANDS |
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| **OTHER DUTIES** |
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| **TRAVEL** |
| Travel up to 50% may be required. |

**Avail Technologies is an Equal Opportunity Employer**

**Systems Engineer I**

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| GENERAL Description |
| Avail is seeking a Systems Engineer to provide technical expertise for projects consisting of hardware and software elements. Activities and responsibilities include concept development, system requirements evaluation, systems analysis, architecture development, system design, product evaluations, system implementation planning, and system operations. Embedded software development experience is a plus. Travel will be required. |
| Essential Duties/Responsibilities |
| * Support the specification and derivation of project requirements * Supports program management in technical role * Support engineering design reviews with customers and consultants * Create ways to monitor system performance to ensure the proper operation of deployed systems. * Leadership of in-field troubleshooting and problem solving * Technical leadership of analog and digital circuits design as needed to integrate varied components * Other duties may include conducting studies, evaluating alternative architectures, and reviewing test plans and procedures * Work closely with the Program Manager and System Integration & Test personnel * Manage internal resources to complete project within schedule constraints * Identify and mitigate program risks * Prepare and present system documentation and reviews * Ensure compliance to Avail processes. * In-field troubleshooting and problem solving |
| Skills |
| * Highly motivated self-reliant individual with the desire to work as a team player who has strong organizational skills and a methodical approach and desire to solve challenging technical issues * Ability to lead, motivate, and mentor lower level software and systems integration engineers * Experience with setup of advanced wired and wireless TCP/IP architectures * Proficient in the configuration of Microsoft Windows workstations and servers with strong knowledge of SQL database structures * Ability to read and debug code in C#, C++ or related high-level language |
| education requirements |
| Bachelor of Science in Computer Science or Engineering field and 2 to 5 years of related experience |
| PHYSICAL DEMANDS |
| The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.   * While performing the duties of this job, the employee is regularly required to talk or hear/listen. * While performing the duties of this job, the employee is regularly required to work with computers and key board. * Candidates should be able to lift up to 40 pounds |
| **OTHER DUTIES** |
| Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. |
| **TRAVEL** |
| Travel will be required. |

**Avail Technologies is an Equal Opportunity Employer**

**Transit Support Specialist I**

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| General Description |
| Avail Technologies is seeking a unique individual that not only has the technical skills to resolve transit related daily operational issues, but more importantly the ability to communicate to our customers as well as lead a group of people to meet a high level of customer satisfaction.    Candidate will be responsible for handling the resolution of support issues including first-level contact assessment, problem identification and resolution, and communications with customer. These include prioritizing, documenting, resolution, and follow up on customer support requests. Problem resolution may involve the use of diagnostic equipment and/or computer-aided support tools, as well as collaboration with other team members and departments and/or research initiatives. Effective communication skills include understanding the customers perspective and the impact of the situation, consistent dialogue throughout the process of resolving the issue, and then follow-up to ensure customer understands resolution, their expectations are met, and they are satisfied with outcome.  Candidate is responsible to provide follow-on training after project closure. This is a strategic differentiation of this position within Avail as compared to our competition. The benefit is two-fold as it will facilitate a deeper understanding within the candidate of the system operation and use, but it also allows the candidate to build a closer relationship with the customer and gain a level of trust and understanding of their operations, all of which will lead to greater customer satisfaction and a reduced support burden long term.  Qualified individuals are self-motivated and must gain an understanding of our products and customers with minimal guidance. They must be able independently research system requirements and operation and they must be able to communicate effectively with other groups as needed to fulfill responsibilities. Good communication skills are needed.  Candidates must have the ability to think on their feet and will be asked to support multiple products and customers.  Qualified candidates will be required to deliver creative (re)solutions and provide detailed feedback to other departments and management within the company. |
| Essential Duties/Responsibilities |
| * High-Level Role for resolving, relaying, communicating and owning the responsibility for an Avail quadrant * Coordinate training and development of Avail quadrant team * Take incoming support request via phone, email or ticketing system * Evaluate, Troubleshoot, escalate and respond to product support requests * Communicate software problems and issues to Product Integration, Development, Training and Services * Report customer satisfaction issues to management and recommend corrective action. * Keep customer informed of issues that impact service or may result in dissatisfaction. * Clearly document the processes and solutions to customer support issues. * Monitor Open Support cases and resolve as appropriate * Deliver creative solutions for support issues |
| Skills |
| * Ability to communicate highly effectively with co-workers, vendors, and other technical groups to enhance products and resolve customer issues. * Technical troubleshooting skills as they relate to installed hardware, computer, and software * Working knowledge of computer hardware, software, and Windows operating systems, including Windows 2000/XP/7 and Windows Server 2000/2003/2005/2008. * Working knowledge Local Area Networks (LAN's) including firewalls, Virtual Private Networks (VPN's), and wireless infrastructure such as 802.11 “X”. * Working knowledge of SQL Basics * Ability to use common computer applications (i.e. Word and Excel) * Be proactive and use independent judgment within established guidelines and procedures * Strong communications skills; oral, written, and phone * Demonstrated problem solving and analytical skills * Ability to guide and mentor team members * Ability to learn quickly & work independently. |
| education requirements |
| * Bachelor Degree preferred * Associate Degree plus 2 years technical support related work experience |
| PHYSICAL DEMANDS |
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| **OTHER DUTIES** |
| Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. |
| **TRAVEL** |
| Travel up to 25% may be required. |

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**Accountant I**

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| General Description |
| The Accountant I is responsible for day-to-day assisting in the maintenance of the accounting system, including AR, AP, Payroll, General Ledger, monthly accounting closing, analyzing data and distributing reports to management, assisting with annual audits, assisting in budgets and forecasts, and preparing monthly analysis and reconciliations. This is an entry level position within the Accounting Group. |
| Essential Duties/Responsibilities |
| * Primarily responsible for the integrity of accounting information by recording, verifying, consolidating, and entering transactions. * Compile and analyze financial information to prepare monthly financial statements and applicable reports. * Support the annual financial audit and annual budget process. * Support the analysis business operations including cash forecasting, revenue and expenditure trends, financial commitments, and future revenues. * Maintain balance sheet account analysis and bank account reconciliations. * Act as backup in the preparation and maintenance of payroll records and monthly payroll process, with relevant tax reporting. * Work with AR, AP, inventory transactions as required. * Work with fixed assets, prepaid accounts and accruals where necessary. * Other duties within the financial reporting function as assigned. |
| Skills |
| * Fundamental understanding and application of General Accou8nting Principles using automated record keeping tools such as Quickbooks or similar software * Self-reliant individual with the desire to work as a team player who has strong organizational skills and a methodical approach and the desire to solve challenging issues. * Ability to effectively communicate with all levels of the organization. * Strong analytical and quantitative competencies, with much emphasis on data management (i.e. familiarity using query tools, ODBC, etc.) * Strong, demonstrated proficiency of Microsoft Excel, Word, Power Point, and a strong aptitude to learn other software applications. * Continually looking for ways to improve processes. * Creative thinker for various solutions to a financial challenge or new process * Ability to work in a fast-paced environment and periodically work overtime to meet deadlines. |
| education requirements |
| * Associates Degree in Accounting or Finance, with at least 1+ years of related work experience * Bachelors Degree in Accounting or Finance, with 0-3 years of related work experience |
| PHYSICAL DEMANDS |
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| **OTHER DUTIES** |
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| **TRAVEL** |
| Travel may be required. |

**Avail Technologies is an Equal Opportunity Employer**

**Systems and Integration Testing Engineer I**

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| General Description |
| Avail Technologies is seeking a talented Systems Integration & Test (SIT) Engineer to support to the project team with the integration of hardware, software, and wireless communication technologies.  The SIT Engineer will provide engineering support for the investigation and testing of new technologies, technology platforms, and the design and development of middleware for the advancement of Avail’s product offering and internal testing capabilities.  The SIT Engineer will write Test Plans and Procedures as well as execute tests and provide reporting. The SIT Engineer will support the deployment of the resulting system to customer locations including interacting with customers as well as supporting site acceptance testing and training as required.  Qualified individuals are self-motivated and must gain an understanding of the systems under test with minimal guidance. They must be able independently research system requirements and operation and they must be able to communicate effectively with software and system engineering team members to assimilate an understanding of the systems. Good communication skills are needed as well to explain, and document defects revealed in testing.  Candidates must have the ability to think on their feet and will be asked to support multiple products and customers. |
| Essential Duties/Responsibilities |
| * Build up systems in Avail’s lab including the staging of equipment, building of hardware/software interfaces, and configuration of computers and 3rd party devices for interoperability * Perform testing as directed by the technical lead including troubleshooting of failures as needed * Support the deployment, integration, and testing of systems to customer sites * Ability to travel and to work directly with the customer in a sometimes-challenging environment while maintaining a positive and professional attitude as an on-site representative of Avail Technologies * Execute engineering validation tests (both manual and automated) * Configure Test Benches and test equipment * Map Software Requirements to Test Plans and Procedures * Write and maintain test procedures and status reports |
| Skills |
| * Have experience with the configuration of Microsoft Windows servers and workstations * Have an understanding of relational database structures with a desire to become proficient in writing SQL queries * Knowledge and understanding of embedded computer environments is desired * Demonstrated understanding of the configuration and setup of wired and/or wireless TCP/IP networks * Knowledgeable in wireless radio communications for voice and/or data * Knowledge of lab equipment such as oscilloscopes, meters, and power supplies * Knowledge of C, C++, C#, .NET, LabView, PowerShell, Perl or other scripting languages/environments would be beneficial * Knowledge of VMs, VLANs, Custom Software Installs, etc. * Proficiency in Microsoft Outlook, Word, Excel, and PowerPoint * Knowledge of Enterprise cellular communications a plus |
| education requirements |
| * Bachelor of Science in Engineering, IT, Information Systems, or a related field * Associate Degree plus 2+ years’ work experience in an engineering test, software test, or design environment |
| PHYSICAL DEMANDS |
| The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.   * While performing the duties of this job, the employee is regularly required to talk or hear/listen. * While performing the duties of this job, the employee is regularly required to work with computers and key board. * Candidates should be able to lift up to 40 pounds |
| **OTHER DUTIES** |
| Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. |
| **TRAVEL** |
| Travel will be required. |

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