

IoT Software Support Engineer

We are seeking a IoT Software Support Engineer to support and enhance our IoT platform built on embedded Linux devices. This role bridges engineering and customer success, combining strong technical troubleshooting skills with hands-on software development in Python and TypeScript.

You will work directly with customers, hardware devices, and our internal engineering teams to diagnose issues, improve reliability, and deliver software fixes and enhancements that keep our IoT ecosystem running smoothly.

About the Company

Connection Technology Center (CTC) is the global leader in the design & manufacture of cutting-edge vibration analysis hardware for machine condition monitoring. As a family-owned & operated business for 30 years, we are proud to play a crucial role in preventing operational disruptions, financial losses, and safety concerns for heavy industry. From small scale manufacturing to Fortune 500 companies in Paper & Pulp, Auto & Steel, Food & Beverage, Pharmaceutical, Mining and many more, our mission is to create products that help ensure seamless operational uptime and contribute to a safer, more efficient manufacturing future.

Main Responsibilities

Customer-Focused Engineering Support:

- Investigate and resolve complex technical issues affecting embedded Linux IoT devices.
- Troubleshoot software running on edge devices, backend services, and web applications.
- Analyze logs, device telemetry, and system metrics to determine root causes.
- Provide clear technical communication to customers and internal stakeholders.
- Reproduce customer-reported issues in development or staging environments.

Software Development and Fixes:

- Develop patches and enhancements in Python (device-side, services, automation).
- Contribute to TypeScript-based web applications.
- Improve device reliability, update mechanisms, and monitoring capabilities.
- Write diagnostic scripts and tools for support and field teams.
- Participate in code reviews and maintain high-quality engineering standards.

Embedded and IoT Systems Support:

- Debug issues on embedded Linux devices (networking, system services, hardware interfaces).
- Work with SSH, systemd, logs, networking tools, and device configuration.
- Support OTA update processes and deployment pipelines.
- Collaborate with hardware teams when issues intersect firmware or device-level components.

Process and Continuous Improvement

- Document recurring issues and contribute to internal knowledge bases.
- Identify systemic problems and propose long-term engineering solutions.
- Improve observability, logging, and monitoring capabilities across devices.
- Help refine support workflows and escalation processes.

Required Qualifications

- Bachelor's degree in Computer Science, Engineering, or equivalent experience.
- Strong proficiency in Python.
- Experience developing with TypeScript or JavaScript.
- Hands-on experience working with Linux systems.
- Experience debugging production systems.

Preferred Qualifications

- Experience with embedded Linux environments.
- Experience with IoT systems.
- Familiarity with device provisioning and OTA update systems.
- Knowledge of containerization (Docker) and CI/CD pipelines.
- Experience with cloud platforms (AWS, Azure, GCP).
- Understanding of message brokers (MQTT, AMQP, etc.)
- Exposure to hardware interfaces (UART, USB, GPIO, etc).

Knowledge, Skills, and Abilities

- Strong debugging and root cause analysis.
- Ability to translate customer issues into engineering solutions.
- Clear writing and verbal communication.
- Comfort working across hardware and software boundaries.
- Ownership mindset and proactive problem solving.
- Ability to manage multiple priorities in a fast-paced environment.

What Success Looks Like

- Customer issues are resolved quickly and permanently.
- Device reliability improves over time.
- Monitoring and diagnostics become more robust.
- Engineering and support teams collaborate effectively.
- Customers feel confident in the stability of our platform.

Work Location

This in-person position will work out of the Victor, NY facility.

Salary Range:

\$70k - \$90k

Benefits

- Health Insurance
- Dental Insurance
- Vacation Time
- Sick Leave
- 401K plan with Employer Match
- Summer golf membership to Bristol Harbour Private Golf Course

How to Apply

Please apply here: <https://ctconline.com/opportunities/careers-at-ctc/>

Connection Technology Center (CTC) is an equal-opportunity employer. NYS law prohibits discrimination because of age, race, creed, color, national origin, sexual orientation, military status, sex, disability, predisposing genetic characteristics, marital status, domestic violence victim status, carrier status, gender identity, prior conviction records, prior arrests, youthful offender adjudications or sealed records unless based upon bona fide occupational qualification or other exception, or any other protected characteristic as outlined by federal, state, or local laws.