

## Integration Specialist



Phone :

Web :

### Job Summary

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Vacancy :

Deadline : Sep 30, 2024

Published : Aug 30, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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Vention helps some of the most innovative manufacturing companies automate their production floor in just a few days. Vention's [online-first manufacturing automation platform \(MAP\)](#) enables its clients to design, automate, order, and deploy manufacturing equipment directly from their web browser.

Vention is headquartered in Montreal, Canada, with offices in Berlin and Boston, and is used in over 3,000 factories on 5 continents. As one of [Canada's Most Admired Cultures](#) and [Great Place to Work](#), we are a performance driven culture that cares deeply about happiness. We like ambitious goals, facts & data, and constructive debates. But at the same time, we know that we can't repeatedly push ourselves if we are not surrounded by an uplifting and caring work environment. Those two sides of our culture, feed each other and are safeguarded with the same level of attention. Our [values & principles](#) include:

- **We make our clients successful** - we look at ourselves from the customer's point of view and strive to create an exceptional customer experience
- **We execute and deliver** - we set ambitious goals for ourselves and are energized about meeting them
- **We debate, then commit** - we challenge our own perspectives and ideas in pursuit of the best solutions
- **We innovate to inspire** - we value innovation in products, user experiences, and business practices
- **We collaborate to achieve more** - we work as one team to achieve more than we would on our own
- **We empower our people to reach their full potential** - we hold ourselves to high standards but know when to celebrate progress & achievements

## Job Description

You will be working as part of the client engineering customer success team, a team of dedicated and talented engineers and post sale specialists.

As an Integration Specialist at Vention, you will master every aspect of our machine automation technologies and become an industrial automation expert. Your goal is to help our clients resolve their automation challenges in the most efficient and streamlined manner. To achieve this, you will lead the creation and validation of our client's machines' automated components (robots, mechatronics components, and programming); as well as leading the creation of material that enables our clients to become self-reliant in designing their automation solutions. More specifically you will:

- Be an expert resource within Vention for all automation challenges
- Participate in client's discussion, in collaboration with the sales team, to identify best-suited solutions for Vention's clients
- Design, program and validate automation systems based on client's specifications (i.e., Vention MachineMotion controller, Vention MachineLogic programming, Python, robot programming, etc.)
- Program and validate robot applications (Fanuc, Doosan, Universal Robot, EPSON, ABB)
- Support operations, logistics, and quality control cases and situations
- Provide timely technical support to clients designing automated machines and operating Vention equipment on their manufacturing floor
- Manage the ticketing system for all client support requests including those from remote support calls
- Develop and maintain a range of support assets for Vention's clients, including, how-to-guides, forum posts, troubleshooting guide.
- Establish the foundations for a Vention technical user community, such as maintaining the Technical FAQ, building a user technical forum, etc.
- Provide feedback to the Vention Product Development team on new features and improvements for the Vention automation platform
- Be open and able to travel (up to 10% of time, US and Canada) to client facilities to help resolve technical robotics and automation situations
- Experience with PLC programming an asset

## Qualifications

- Mechanical/Electrical/Electronics/Mechatronics/Robotics Engineering background mandatory
- Demonstrated ability to lead client discussions with a focus on technical solutions
- Very strong oral and written communication skills (English is mandatory. French, Spanish, and German are good to have)
- Great project management and multi-tasking ability
- Knowledgeable in various programming languages, including, Python
- Knowledgeable in robot programming or showing interest in learning robot programming
- Relevant experience in system troubleshooting

## Additional Information

### How We Take Care of You

- Flexible paid time off and remote work policies
- The BDR Team works from office 4 days a week and from home on Fridays. This is to promote team cohesion, coaching and sharing best practices.
- Complimentary beverages and snacks so that you are fueled and ready for your day
- Global comprehensive health plans so you feel your best
- Career growth opportunities. Your future matters.
- Fun-filled social events curated based on diverse interests for our team to celebrate together. From sponsored sports teams to trivia nights
- Time off to volunteer and give back to your community.

### What to Expect in Your Interview

- Initial Call
- Meet the Team
- Challenge
- Decision & Offer

### Commitment to Equal Employment Opportunity

Our culture is an uplifting environment for high achievers. The fast-paced, high-performance environment will give you the opportunity to build products, processes and strategies that will have a lasting impact.

When you join Vention, you join a team of professionals with a diverse variety of experiences, backgrounds, and perspectives. Together, we strive to nurture a supportive and inclusive work environment for all. We push each other to achieve extraordinary results and forge long term relationships as a result of the intensity and passion.

We're passionate about helping you do your best work. Claim your seat and find out what you can do!

*If you're unsure if your experience perfectly matches our job posting, we encourage you to apply anyway! We are happy to chat and get to know you better while you can understand the role as well!*

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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