Agricultural Systems Management Intern

For Immediate Posting

Who We Are and What We Do:

Due to continued success, Outpost Central Corp, dba Wildeye, has an immediate need for a motivated intern to assist our Support Staff. We provide farm and irrigation monitoring and control solutions focused on the Agricultural sector. We are a small, hard working team and a key component of our success is our high level of customer focus. Our main office and warehouse is located in Fresno and our team members are located throughout the state. Our systems are simple, effective, flexible and reliable. We have been in the market for more than 15 years and in California since 2016 and have thousands of working systems deployed. In 2021 We are going to be conducting an upgrade of IoT connected field devices to 4G and expect a higher than normal level of service and support requests.

What You Will Do – Main Responsibilities:

- Provide first level service to support Agriculture IoT devices and Environmental Sensors
- Manages technical escalations to secondary support
- Communicates reasoning for product support issues by using data, referencing product documents
- Be able to learn how to look at the big picture of how sensors, IoT devices, installation and computer interface all work together
- Gain first hand knowledge about communication protocols and control systems
- High level of ability to seek out answers to questions by using all documents given and even by using search engines
- Work with a diverse group of team members that are geographically dispersed to support product installations and maintenance.
- Will perform remote tests to confirm IoT device functionality
- Will heavily use computer interfacing 90% of the time
- Needs to be able to double task by talking on the phone and working on the computer based off of information relayed during a conversation
- Analyze and interpret information to make calculated decisions
- You will work remotely and have the possibility to go on site visits

What We Are Looking For:

Excellent communicator who is able to follow instructions, research solutions and pay attention to detail. You must be highly skilled at communicating by text, phone calls, zoom calls and emails. You should be self motivated to effectively work remotely and independently with limited supervision. You will possess a “can do” attitude with a keen attention to detail and the drive to do things right. Must enjoy working with technology and be able to effectively use
company APPs and software packages. This is a “hands on” opportunity to do something practical, useful and also learn a lot.

**Why Work and Learn With Us:**
Be part of a fun and motivated team who is building a big reputation for our small devices everyday. Use your skills, learn and be part of creating something great. Reports to Support Engineer and will also work closely with GM and our sales and technical team.
Compensation based on availability, number of hours to be worked and contribution.
Eligible for a project related bonus program.
We will provide you a laptop and the tools you need.
Cell phone reimbursement provided.

**Interested?**
Send a copy of your resume to [megan@mywildeye.com](mailto:megan@mywildeye.com)
We would like to get the right person started by February 1st and ideally they would work part time until the summer break and then on a more full time basis through the summer until the Fall term begins.