

About the Job

Image Processing Support Engineer

International company seeking skilled individuals for direct hire employment in Knoxville, Tennessee.

Company Profile

For over 35 years Perceptics, LLC has engineered the most accurate, high-performance vehicle identification and license plate recognition technology in the industry. We engineer products that serve the Border Control, Commercial Vehicle, Electronic Toll Collection, Security, and Ports and Cargo Industries. Perceptics has secured thousands of border checkpoints and our products automate over 200 hundred million vehicle inspections annually. Our customers include local, state, national and international governments among others. In addition, Perceptics has a global distribution network that helps to deliver our products more efficiently and in a capacity that best meets the needs of our end users. Perceptics prides itself on developing superior technologies as well as delivering unmatched customer service.

Position Summary

Provide timely and effective support for Perceptics' programs and provide technical support to the departments and/or members of the team responsible for the deployment of products and services to customers.

Areas of Responsibility:

- Perform statistical image data analysis and pattern recognition to determine system performance.
- Evaluate images to determine if imaging equipment setup is optimal and indicate changes as needed.
- Develop OCR configuration files based on image data analysis to support all product lines.
- Develop and maintain scripts/programs to regression test OCR configuration files.
- Maintain and support hardware and software configuration management tools.
- Perform troubleshooting on both hardware and software system components.
- Assist with installation of new products as needed.
- Provide technical support to all departments and ensure that product technical information is complete, such that program testing and install efforts are supported.
- Ensure effective completion of technical tasks by developing and/or updating all related documentation.

Minimum Qualifications:

Bachelor's Degree in Engineering or Physics from a 4 year accredited university.
0 – 5 years' experience. Candidates must be a US citizen.

Knowledge/Abilities/Skills:

- Requires ability to work in a team environment.
- Strong interpersonal and communication skills in order to coordinate and accomplish objectives through other involved company personnel, work team members, technicians, supervisory personnel and contractors.
- Ability to write and debug programs using common programming and scripting languages. Experience writing software a plus.
- Must be able to use Microsoft Word and Excel to manipulate data and prepare reports.
- Understanding of image or signal processing a plus.

Candidates must be a US citizen.

We are an equal opportunity/affirmative action employer. We consider applicants without regard to race, color, religion, creed, gender, national origin, age, disability, genetic information, marital or veteran status, or any other category protected by federal, state or local law.

Please submit your letter of interest and resume to hr@perceptics.com