

Job Description: **System Support Engineer**

About the ChargeltSpot Team

[ChargeltSpot](#) is a leader in mobile device solutions. For over a decade, our intelligent locker systems have tackled real-world challenges. We started off by helping people with free and secure charging for their dying phones. Today, our intelligent, locker-based kiosk solutions are thoughtfully designed to streamline the management of enterprise-owned mobile device fleets.

At ChargeltSpot, we surround ourselves with independent thinkers who are detail-oriented, and customer obsessed. Our clients have routinely called us “the most talented team they’ve ever worked with.” We value determination, resourcefulness, imagination, and follow-through. We want people who are ready to get things done. Our focus is fierce, but it’s not all hard work. We take time to get to know each other through a daily game of Jeopardy, meals together, and nights out for karaoke. We operate a hybrid work model, with most team members working in the office a couple of days a week, and the rest remotely.

Want to know more about our company? Check out our [core values](#)!

About ARC®

ChargeltSpot’s flagship product, [ARC](#), is an intelligent device management system designed to secure, track, and charge company-owned handheld devices that employees use to do their jobs (e.g. package scan, inventory check, mPOS, etc.). ARC exists to reduce the number of missing devices, recover lost productivity, and eliminate wasted payroll consumed by managers and associates.

About the Role

ChargeltSpot is searching for a System Support Engineer to play a key role in keeping our IT, Information Security, and software development efforts running smoothly. You’ll help build and maintain the tools that empower our Operations, Development, and Product teams, ensuring seamless execution of key initiatives.

In this role, you’ll collaborate with Developers, QA, Product Analysts, and Operations, tackling challenges in a fast-paced, hands-on environment where every team member

contributes to the success of our product. As part of the Platform team, you'll report directly to the Director of Engineering and have opportunities to grow your skills while making a real impact.

We're looking for someone with 3 to 5 years of experience in system support, along with a strong foundation in software development tools, Linux, and a passion for learning. If you're ready to dive in, solve problems, and help shape the future of mobile device solutions, we'd love to hear from you!

Responsibilities

- Build and configure kiosk hardware and software for R&D and testing.
- Update and maintain software and hardware across our fleet of kiosks.
- Develop scripts and tools to streamline testing and troubleshooting.
- Investigate and resolve complex hardware and software issues in the field.
- Analyze kiosk logs and event streams to identify and fix inconsistencies.
- Document processes and best practices to support Operations, QA, and Product teams.
- Work closely with cross-functional teams to keep our technology at its best.
- Triage and troubleshoot issues found by Operations, QA, and Product teams.
- Take on additional projects and challenges as needed.

Qualifications

- Strong technical and analytical skills with keen attention to detail.
- A problem-solving mindset with a "hacker" mentality to identify issues and develop solutions.
- Excellent communication skills, coupled with a pragmatic and proactive approach.
- A strong aptitude for learning new technologies and skills quickly.
- Proficiency in using the Linux command line, troubleshooting networking issues, and working with Linux USB devices.
- Experience diagnosing and resolving hardware issues, including scanners, touchscreens, and custom charging boards.
- Familiarity with version control systems such as Git.

Location

We are headquartered in Philadelphia, PA, and this full-time position requires the successful candidate to be in the office five days per week. Candidates must be authorized to work in the United States.

Benefits

- Health, dental and vision insurance
- Health care FSA
- 401k plan with matching company contributions
- Paid time off

Check us out at www.chargeitspot.com and learn more about ARC by ChargeltSpot at www.experiencearc.com

If you have the unique combination of skills and qualities we are looking for, please submit your resume and a cover letter expressing your motivation to apply to this position to **careers@chargeitspot.com**.

ChargeltSpot is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.