

**Job Title:** Technical Support Manager

**Location:** Avikus USA (Ft. Lauderdale, FL USA)

Send resume and cover letter to [salesusa@avikus.ai](mailto:salesusa@avikus.ai)

Salary: \$70-80k yearly with bonus and benefits

**About Avikus:**

Avikus is a leader in autonomous navigation and docking solutions for yachts, driving innovation to make boating safer, more efficient, and enjoyable. Join our team as we revolutionize marine technology with cutting-edge systems designed for seamless performance on the water.

**Job Summary:**

Avikus USA is seeking a highly skilled and motivated **Technical Support Manager** to play a key role in supporting the installation and operation of our autonomous navigation systems. The ideal candidate will have a strong background in the marine industry, practical boating experience, technical expertise, and a passion for delivering exceptional customer support.

**Key Responsibilities:**

- **System Installation Support:**
  - Provide guidance and support for Avikus system installations, working closely with dealers and installers to ensure successful implementation.
- **Training:**
  - Conduct comprehensive training sessions for dealers and installers to enhance their understanding and proficiency in using Avikus systems.
- **On-Water Testing:**
  - Perform real-world testing of Avikus' autonomous navigation systems on the water to evaluate performance and identify areas for improvement.
  - Collect, analyze, and report feedback and data to the engineering team to drive continuous product enhancements.
- **Customer and Dealer Support:**
  - Serve as the primary point of contact for technical support inquiries, troubleshooting issues, and resolving concerns in a timely and effective manner.
- **Documentation:**
  - Maintain detailed records of system installations, testing outcomes, and support activities to contribute to internal knowledge bases and process improvements.

**Qualifications:**

- **Marine Industry Experience:**
  - Proven experience working in the marine industry with a strong understanding of yacht systems and operations.

- **Boating Skills:**
  - Demonstrated ability to operate and navigate boats safely, including practical experience in various water and weather conditions.
- **Technical Skills:**
  - Proficiency in troubleshooting and supporting advanced technical systems; familiarity with autonomous navigation systems is a plus.
- **Computer Skills:**
  - Solid computer skills, including experience with system diagnostics, reporting tools, and standard office software.
- **Interpersonal Skills:**
  - Strong communication and training skills with the ability to explain technical concepts to diverse audiences.
- **Problem Solving:**
  - Resourceful and proactive in identifying solutions to technical challenges.

**Preferred Qualifications:**

- Experience with marine electronics installation or support.
- Ability to safely operate and trailer a boat (around 30ft boat)
- Knowledge of data analysis and reporting tools.

**Working Conditions:**

- Regular on-water testing and travel to dealer locations may be required.
- Ability to work flexible hours based on customer and project needs.
- USA headquarters office located at Lauderdale Marine Center in Fort Lauderdale, FL.

**Why Join Us?**

- Be part of a groundbreaking team driving innovation in the marine industry.
- Work with cutting-edge technology and contribute to shaping the future of boating.
- Opportunities for growth, learning, and career advancement.

**How to Apply:** Please submit your resume and a cover letter highlighting your relevant experience and why you're a great fit for the Technical Support Manager to [salesusa@avikus.ai](mailto:salesusa@avikus.ai)