

# Software Field Applications Engineer

## The Company:

At Tanvas, we have developed a breakthrough haptic touchscreen technology that is unlike anything you have ever felt on your smartphone. TanvasTouch not only tracks fingertips, it also controls what you feel: textures, edges, collisions, and even the illusion of shape on a flat glass screen. It is a fundamental improvement in devices you use every day, and our markets include automotive, advertising, entertainment, and consumer electronics.

## The Mission:

TanvasTouch is different than anything that has come before it. We need to teach the world how to use surface haptics - how to write programs to use Tanvas standard products, and how to design haptic media that feels great. The mission of the software field applications engineer is to help customers write excellent software for Tanvas products. We care deeply about the user experience, and we need help assuring that it is seamless across a variety of hardware, operating systems, and programming environments, such that the moment when a user first touches a TanvasTouch display is magical.

## The Job:

- Provide professional assistance to customers developing software applications with TanvasTouch and integrating TanvasTouch software into their systems.
- Develop a video education and training program with examples and regular webinars.
- Document the creation of tutorial applications and the operation of key customer applications.
- Provide technical software assistance, to end users about the software product and integration process. Track and resolve customer issues through a ticketing system, capture key learnings from each interaction.
- Assist in customer presentations and calls explaining the core set of drivers, services, modules, and APIs that enable developers to exploit haptics.
- Collect common pain-points, product feedback, and user insights from customer interactions, and work with Tanvas engineering team to develop this into support material, product improvements, and new opportunities.
- You will be part of fast-growing team that values learning, independence, open debate, accountability, user-centered design, and high standards.

## The Candidate:

- Bachelor's degree minimum, work experience in a production software environment desired.
- Outwardly oriented, enjoys meeting with customers, understanding needs, and solving problems.
- A natural communicator who enjoys learning and teaching.
- Capable of using a breadth of programming environments and languages including .NET, Java, C++ and C#.

## The Next Step:

Email your resume to [jobs@tanvas.co](mailto:jobs@tanvas.co) *Note: You must have valid U.S. work authorization*