

Software Testing and Training Engineer

Job Description

Makai Ocean Engineering's submarine cable group is looking for a Software Testing and Training Engineer with a strong background in physics, engineering, or physical oceanography. This is a multifaceted role that combines technical skills, hands-on experience, and effective communication. The candidate will play a crucial role in ensuring the quality of Makai's software suite and supporting customer success. The opportunity for at-sea assignments adds a practical and dynamic aspect to the role. If you possess the required background and skills, this position could offer an exciting and fulfilling career path.



This is a full-time position at Makai's headquarters on the Makai Research Pier in Waimanalo, Hawaii, USA. See an aerial video of our location [here](#).

Makai's submarine cable group produces the world's leading software for planning and installing submarine cables, a critical infrastructure that provides the global connectivity essential for the ongoing digital revolution. The group comprises engineers and software developers, with some based in the Hawaii office and others working remotely across various locations in the US, India, and Japan.

Responsibilities:

1. **Software Testing & Documentation:** Thoroughly test and document the Makai software suite, ensuring its reliability and performance meets customers' expectations.
2. **Technical Support:** Provide effective technical support to customers, addressing their inquiries and troubleshooting software-related issues promptly.
3. **Client Training:** Deliver comprehensive software training to Makai clients, including both domestic and international travel for on-site training sessions usually 1-2 weeks long.
4. **Software Commissioning:** Undertake data-networking tasks and commissioning/installations of software for new clients both in-office as well as on Cable Laying Vessels usually 1-2 weeks long.

5. **At-sea Cable Installations:** Manage the installation and operation of MakaiLay software during cable installation projects at sea usually 2-5 weeks long.

Qualifications:

- Technical background - Undergraduate degree with at least 2 years of relevant experience or a recent graduate degree.
- Flexibility in work schedule and willingness to travel.
- Willingness to provide software training and perform installations on Cable Laying Vessels.
- Experience with GIS applications is highly desirable.
- Demonstrated ability to work collaboratively and independently.
- Ability to solve technical problems with clarity.
- Strong interpersonal skills.
- Proficient in written and verbal communication, including report writing and presentations.
- Ocean experience or background is a plus.
- U.S. citizenship preferred.

Additional Information:

- Permanent, full-time position.
- Remote work is possible, but preference for local candidates.
- Strong consideration is given to candidates local to Hawaii or with strong island connections.
- Competitive salary, company benefits, and a unique work atmosphere offered.
- Makai participates in the Department of Homeland Security "E-Verify" Employment Eligibility Verification system for new employees.

Application Process: To apply for the position, send the following documents to Adrian at Adrian.Jelffs@makai.com:

1. Comprehensive Resume including overall GPA in graduate and undergraduate studies, year(s) of graduation, current location, and U.S. citizenship/work eligibility status.
2. Cover Letter highlighting how your education, experience, and training align with the position's requirements and why you're interested in working for Makai Ocean Engineering, Inc.