Software Systems Engineer

Sierra Wireless (NASDAQ: SWIR) (TSX: SW) is an IoT pioneer, empowering businesses and industries to transform and thrive in the connected economy. Customers Start with Sierra because we offer a device to cloud solution, comprised of embedded and networking solutions seamlessly integrated with our secure cloud and connectivity services. OEMs and enterprises worldwide rely on our expertise in delivering fully integrated solutions to reduce complexity, turn data into intelligence and get their connected products and services to market faster. Sierra Wireless has 1,400 employees globally and operates R&D centers in North America, Europe and Asia. For more information, visit www.sierrawireless.com.

Job Purpose/Summary

We have an exciting opportunity for an experienced Software Systems Engineer who will be responsible for defining, creating, and maintaining data services systems such as resource managers for factory production of SIM-enabled devices and related systems.

Key Accountabilities

New Factory Systems

- Understand requirements for systems to implement new data delivery functionality at the factory for implementations such as SIM provisioning and similar projects
- Write SOW’s while considering multiple stakeholder requirements
- Receive, validate, and rollout code written by third parties
- Develop and maintain required databases, API’s, and executables to implement desired functionality
- Recommend a technology approach that is compatible with existing plan architecture
- Provide clear documentation for all solutions and train personnel to new system

Integration with Existing Factory Systems

- Identify and maintain linkages between Sierra Wireless systems and all factories’ Shop Floor Systems (SFS). This includes data custody flows, value stream mapping, security auditing, consumable data tracking, and linkages with ticketing systems back to Sierra Wireless
- Define and ensure implementation of Statements of Work (SOWs) to instruct EMS and ODM factories to perform upgrades of Shop Floor System (SFS) functionality, consistent with Sierra Wireless objectives of performance improvements, security, standardization, portability, and cost-effectiveness

Security

- Liaise with corporate IT security to understand corporate best practices for data handling; draft and implement of SOWs to factories and external stakeholders to ensure compliance with corporate best practices.
- Identify trade-offs between data security and manufacturing performance metrics; compliance with industry standards, present actionable recommendations to management; present and advocate for Manufacturing in internal reviews
Production Support

- Support production in all data flow applications; define metrics to quantify system performance; track and monitor metrics; perform and document corrective actions as required

Required Education, Experience and Competencies

- Must have demonstrated experience in code development: SQL SP, Windows applications
- Must have demonstrated experience in specifying requirements to external developers and then receiving, validating, and integrating the deliverable
- Experience in secure data handling including operation of an HSM (Hardware Security Module) and an understanding of PKCS#11
- Senior level SQL Server development and implementation
- Proven experience with requirements gathering
- Familiarity with SDLC
- Excellent written and oral communications skills in English
- Data & System understanding – capable to understand the relevant system structures, system to system connectivity issues, data & system relations and dependencies, reporting & data dependencies, file formats and compatibilities or other such matters in depth,
- Project Management experience – medium/complex projects; ability to define statement of work for a project and manage execution by internal or external subcontractors
- Capability to manage small-medium size team (with global presence) of subcontractors – allocate work within the team, follow up on completion, provide leadership and support
- Experience with understanding, creating, and managing a process with capability to measure the process and provide recommendation for process improvement
- Ability to travel
- Attentive to details