American Center for Mobility

Job Description

Job title: Senior IT Support Specialist

Location: Willow Run, Ypsilanti, MI

Reports to Proving Ground Operations Manager

The American Center for Mobility (ACM) is a global development center for transforming the way industries advance safe, sustainable, and secure mobility technologies. ACM offers: an Advanced Mobility Proving Ground with test environments featuring specialized infrastructure, equipment, facilities and resources; An EV Charging testbed for testing EV charger performance; An innovation and technology campus with an industrial tech park for the co-location of mobility companies; Event and demonstration areas for showcasing mobility technologies and convening industry activities. The American Center for Mobility is open to private industry, start-ups, government, standards bodies, and academia.

Position:

This position is responsible for IT/OT support of business operations and client programs.

Responsibilities:

- Manage IT/OT in support of business operations and client programs
- Manage Operational Technology (OT) such as Intelligent Transportation System (ITS) including but not limited to C-V2X technology, traffic light controller, pedestrian surrogates and robotic platform, stop lights, video system for test recording and surveillance, gating, GNSS RTK, and other assets required to execute programs.
- Developing and maintaining the intelligent transportation system, programming and reconfiguring cellular / C-V2X systems to create test case scenarios and performing IT support tasks.
- Providing ITS support for clients performing any testing with DSRC/CV2X (J2735)
- The position will write, test, debug, and maintain detailed computer programs used at the proving ground. Systems within the responsibility of this position will include data acquisition from site ITS and vehicles under test, programming C-V2X and cellular systems and developing web-based operational process control software.
- Write, adjust, develop, and debug the source code for the control of the ITS system at the Proving Grounds. The programmer will review and make changes to programs to suit the needs of the Proving Ground Operations. The position requires considering skills for web-based programming and programming of embedded firmware to interface with web based operational systems, data acquisition equipment. And C-V2X modules.
- Read and understand schematics and instructions and adjust the software to control the ITS devices
- Create a library of source code that can be modified or customized for a specific application
- Develop web based operational forms and tools
- Provide on-site end user IT support
- Administration and upkeep of LAN/WAN, VMWare ESXi/Vcenter, Sophos Firewall/Alcatel-Lucent/Cisco Switches, Cisco Wireless LAN controller and Wifi APs, field sites with equipment ranging from switches, Wifi APs, DSRC/CV2X RSUs, Security cameras and, two fully operation Intersections with Siemens Traffic Controllers (multiple phases).
- Work with vendors to make system enhancements and technical staff to automate and integrate systems.
- Oversee basic IT support for all staff for all employees (HW/SW, MS365, Outlook, Sharepoint, etc)
- Manage clients’ data storage, access control and data sharing mechanism while maintaining data confidentiality within company policy and processes.
- Communicate project status to other team members and management throughout the planning and
implementation process.
- Within guidelines provided, identify, properly document, and recommend changes to the software design.
- Perform other work as required

Skills and Qualifications:
- Bachelor’s degree in Computer Science, Information Systems, or in a related field.
- Years of related experience in computer programming negotiable
- Experience in computer programming using programs such as Assembly, COBOL, C, C++, C#, Java, Labview, Lisp, Python, Azure is a plus
- Programming for intelligent transportation systems for vehicle to vehicle and vehicle to infrastructure communications is a plus.
- Strong problem solving and analytical skills
- Displays initiative and has the ability to improve processes and document work performed
- Must be able to effectively resolve conflict.
- Ability to effectively engage with cross functional teams to achieve common goals/objectives.
- Ability to identify and select alternative approaches to problem solving.
- Must be able to work in a fast-paced, multi-tasking environment with shifting priorities.
- Must be customer focused and quality driven.
- Must be able to display initiative, effectively prioritize and drive actions for timely completion.
- Must have excellent time management and organizational skills.
- Must be detail oriented.
- Must have excellent communication skills, in both oral and written formats.
- Must have excellent interpersonal skills.
- Microsoft Office proficiency, including Outlook, Word and Excel.

Additional Requirements:

Qualified candidates must be legally authorized to be employed in the United States. The employer does not anticipate providing employment related work sponsorship for this position (e.g., H-1B status).

ACM is an equal opportunity employer that celebrates diversity and is committed to creating an inclusive environment for all employees. ACM does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.