

# Job Description: Connectivity Architect

## About L2L

L2L is a leading SaaS platform for global manufacturers. We help these manufacturers digitize their processes to improve efficiency, reliability, and profitability. Our platform improves operating productivity for over 175,000 users across the globe, helping them reduce machine downtime, improve response time to production issues, and reduce the cost of overall plant management. L2L is backed by M33 Growth, a growth-focused private equity firm in Boston Massachusetts that provides both capital and resources to develop already-great businesses into market leaders.

## About the Role

Responsible for making sure that our customers quickly get data from L2L Connect through providing remote technical guidance and remotely configuring machine connections.

The Connectivity Architect is focused on helping our customers achieve initial value through remote assistance to customers who use internal assets to perform self installation. You will assist in post installation connectivity related technical issue resolution through guided problem solving, as well as capture technical lessons learned through editing and writing Knowledge Base articles, and working across teams to achieve strategic business goals and objectives.

You're already comfortable with machines in manufacturing (CNC metalworking, stamping and fabrication, and plastics injection molding equipment) and understand how machine operators interact with them.

## What you'll do:

- Discuss connectivity plans/expectations at all levels within the customer's organization
- Review hardware installation and networking (setting up their gateway, IP addresses, wifi credentials, etc)
- Provide remote technical support when customers connect machine-control circuitry with data-monitoring equipment; reference electrical schematics; solve circuit-related problems.
- Serve as a technical resource for customers
- Assist with customer technical support inquiries (phone and/or e-mail, Zendesk) including troubleshoot connectivity issues
- Document both customer-specific and generic (standard) machine connections to help with future remote or onsite troubleshooting

- Work with customer and 3rd party vendors to scope out integrations to other systems (MES, ERP, SCADA, etc.)
- Partner with Customer Success and Product team to streamline the connectivity process and improve customer document usability
- Test and research new hardware to improve connectivity process
- Proactively seek opportunities to improve processes, documentation, and customer relations

### What you need:

- Strong communication skills, both verbal and in writing
- Beginner to intermediate electrical background (certifications are a plus but not required)
- Experience in manufacturing integration technologies and standards including OPC, MTConnect, MQTT
- API integration experience
- ERP integration experience a plus
- Bubble IO experience a plus
- Solution-oriented mindset
- Basic IT and networking experience
- Intermediate competency with MS Office software, browsers, password managers, various webapps
- Experience and knowledge of PLC controls and CNC equipment a plus
- Prior documentation experience, creating customer-facing and/or internal documents (good spelling/grammar, basic formatting skills, basic schematics)
- Ability to travel and be on site with customers as needed

### Qualifications

- Bachelor's degree in Engineering
- 5+ years of experience
- Strong organizational, creative and presentation skills

### To Apply

Please email your resume to [bob.argyle@l2l.com](mailto:bob.argyle@l2l.com)