Research Support Engineer

Does providing solutions for researchers’ needs motivate you? Are you excited by the idea of using neurotechnology to develop new therapies for people suffering from disease and disability?

Do you like learning about research being conducted in the electrophysiology space? When someone is telling you about their research, are you asking them question after question about what signals they are recording and what model they are using? No head nods and purposeless “mhms” from you... you’re too busy nerding out!

Do you consider yourself to have great problem-solving skills? Not just the person who says it, but the person who truly lives it. You know... the friend who fixes everything themselves instead of calling the repair worker.

Do you have a history of stepping up in your role to bring about positive change? Have you successfully overcome an obstacle by pursuing a unique approach that led to a great outcome? Do you work well with people from a variety of career backgrounds? Do the words ‘implantable neurotech’ and ‘data acquisition’ get you excited?

If you said “yes” to these questions, we need you. We currently have hundreds of customers in academia, industry, and abroad who require help configuring, debugging, and programming their Ripple hardware to conduct groundbreaking neuroscience research. We need a passionate, high-energy, hardworking engineer with excellent interpersonal skills to help those customers (and to support our awesome sales team too!)

To be successful in this job, you will need to be comfortable having an opinion, and you will need to be able to communicate your opinion in a collaborative way. You will also need to be comfortable wearing many hats – from programming, to system debugging, to prototyping, and running experiments. You will also get to work directly with our support, sales, and engineering teams.

This is a full-time, exempt position, starting as soon as possible in our Salt Lake City office. This position reports to our Lead Research Support Engineer, Jonathan Landes.

About this Position
Here’s what you’ll do as a Research Support Engineer:

- Communicate with customers about their experimental setups and provide insightful questions to figure out the root cause of issues.
- Debug experimental setups from electrical grounding to hardware/software configurations and more.
- Adequately convey your thoughts/ideas via various communication mediums (email, phone, video chat, in-person, etc.)
• Interpret, describe, and design the basic pinout interfaces between input and output devices.
• Analyze high channel-count, large duration, time-synchronized electrophysiological data signals (EEG, ECoG, LFP, Multi-Unit Activity, etc.)
• Change projects/priorities on a whim. Each week brings new problems and thus, new solutions! You must be adaptable and able to balance multiple tasks with various moving parts.
• Work closely with our FANTASTIC sales team in providing customer information and/or demo assistance.
• Collaborate with engineering, manufacturing, and regulatory to help with our sales efforts, prototyping/debugging, pipeline management, and ISO 13485 certification.
• Test new device iterations and software updates.
• Travel (up to 10%) to labs all around the country to implement their newly purchased systems or address technical issues.
• Enjoy solving difficult (yet fulfilling) problems.
• Be thoughtfully constructive: We are looking for solution-oriented team players who can check their egos and collaborate to overcome obstacles.
• Genuinely care. At Ripple, we care deeply about each other and treat each other with respect, kindness, and patience. We care about the products we create and demand the best of ourselves.

Here’s the skillset we would like you to have to be able to do this job:
• Required: A MS, or PhD in bioengineering, biomedical engineering, computer science, neuroscience, or related technical field. Bachelor’s degree accepted with at least 5 years of programming and research experience.
• Required: 3+ years of programming in MATLAB, Python, or similar languages
• Required: 2+ years’ experience debugging electrophysiology systems (commercial or custom)
• Required: Exceptional interpersonal skills including the ability to communicate with professionals of varying backgrounds (doctors, scientists, clinicians, and engineers)
• Bonus: Signal processing and/or machine learning experience (looking at frequency spectrum, coherence, spike sorting, using PCA, etc.)
• Bonus: Linux programming experience
• Bonus: Experience with Jira software or other task/project management software

Here is who you will work with:
• **Jonathan** - our Lead Research Support Engineer. Jonathan is the go-to guy for any hardware or software question. You can expect to report to Jonathan directly about your week-to-week project priorities and use him as a resource for basically any programming problem in existence. Jonathan has a passion for applying signal processing and machine learning techniques to translate neural signals into the recovery of lost motor function. In his spare time, you can find him relaxing with some Destiny 2 (Xbox One, obviously) or judging his friends’ slow cars (#mustangfaithful).
• **Landan** – our up-and-coming Research Support Engineer, World-of-Warcraft loving, beer-afficionado. As he has been getting more involved with other projects, Landan can provide information on many of the high-level concepts related to system configuration...
and debugging. When he’s not working or drinking beer, you can find him catching bugs or fish in Animal Crossing or taking his bike out for a ride!

- **Ripple Sales Team** – Led by Jessi Mischel, our newly-appointed Director of Invasive Human Clinical Sales, you will assist with sales support in identifying bugs, setting up custom demo code, and more. Viral (our expert in international sales), Ross (the non-invasive guru), and Rebecca (professional monkey wrangler), are all also member of our esteemed sales team!

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. We are a team. We pitch in and help each other on all projects. If you are “above” doing certain tasks, Ripple is definitely not a good fit for you.

Ripple is committed to equal employment opportunities and does not discriminate on the basis of any protected class defined by the Equal Employment Opportunity laws. Yeah, I know. You’ve heard it a million times, but we really do mean it. We take pride in having a diverse workplace. We are totally willing to make reasonable accommodations to enable individuals with disabilities to perform this job.

**About Ripple**
Ripple creates life-enhancing neurotechnology for research and medical applications. Our products integrate cutting-edge hardware and software elements designed to read and write from the human nervous system. We make money by selling neuroscience research tools, providing neurotech engineering services, and doing super bad-ass research for the National Institutes of Health and DARPA.

At its core, Ripple is a community of driven people who are choosing to work together on really hard problems. We are builders and creators and want to see our efforts impact the world for good. Those who thrive at Ripple are self-motivated and work well independently. There are times of intense effort and individual contribution and sacrifice, but we know that what we are building will take time and living a fulfilling life outside of Ripple will keep team members deeply engaged.

Ripplers are given high-level tasks and a bit of context. Then, they are expected to seek out information, standards, develop new skills and design something great with a team of similarly dedicated and driven colleagues.

At Ripple, team members are often asked to do things they have never done before. We expect a lot of chances to hear differing opinions, and to be surrounded by people who deeply care about our projects and are interested in the big picture of what Ripple is trying to accomplish. Ripplers are encouraged to take time to help and teach others, and to listen, learn and change their own views until a solution emerges.

We expect great ideas to come from everyone at Ripple. We are passionate and friendly, patient and thoughtful, and all agree to not work with jackasses (no matter how great you think you are). All of us must actively contribute to the quality of our processes and products.
through thoughtful effort. There is no shortcut to making implantable medical devices or cutting-edge neuroscience tools, but with a strong team of friends building them together, it is worth it.

**What do you think?**

Does this job posting make you warm and fuzzy inside? Are you already on our website checking out our products to see what the fuss is all about?

Then what are you waiting for? Send your resume on over to jobs@rppl.com with a cover letter explaining your interest in this position, and in working for Ripple. Note a cover letter is critical to be considered for this position. Tell us why this job posting spoke to you.

We are excited to hear from you!