Sr Staff Software Engineer

Descrição da função

We are seeking a Sr. SW Resident Engineer to join our ACM team in Auburn Hills. In this senior-level role, you will serve as the critical bridge between our customers and internal engineering teams, providing expert technical guidance while ensuring exceptional customer satisfaction. You will leverage your extensive technical expertise and interpersonal skills to resolve complex issues, drive customer success, and contribute to continuous product improvement through direct customer feedback and collaboration.

- Act as the primary technical liaison and escalation point for customer issues, ensuring timely and effective resolution and provide On-site customer coordination of all regional technical topics.

- Analyze complex technical problems, diagnose root causes, and develop comprehensive solutions in collaboration with engineering teams
- Communicate technical concepts and solutions clearly to customers with varying levels of technical expertise
- Manage customer relationships proactively, maintaining regular contact and ensuring satisfaction
- Collaborate with manufacturing, quality, and design teams to resolve technical challenges and optimize operations
- Conduct technical training sessions and knowledge transfer activities with customers to enhance their product utilization
- Collaborate with cross-functional engineering teams to identify product improvements and implement cost reduction measures
- Support root cause analysis related to production issues, 0KM failures, and field returns, as applicable.
- Documentation of open issues related to customer development, customer meeting minutes, and support driving open issues to closure.
- Primary interface between Aumovio and Customer change control databases
- Coordination of prototypes including scheduling, preparation, shipping, tracking, and invoicing

Identificação da vaga
REF11578V

Área funcional
Engineering

Local
Auburn Hills

Nível de liderança
Leading Self

Pessoa jurídica
AUMOVIO Autonomous Mobility US, LLC

Requisitos

Your profile

- Bachelor's degree in engineering or related technical discipline required.
- 5 or more years of relevant professional automotive software experience in customer-facing technical support, engineering,

customer liaison, or a related technical role
- Ability to troubleshoot complex technical issues, analyze root causes, and support practical resolution plans.
- Ability to translate complex technical information for customers and internal stakeholders with varying technical backgrounds.
- Clear written and verbal communication skills, including the ability to explain technical concepts to technical and non-technical audiences.
- Experience managing customer relationships and supporting escalated technical or customer issues professionally.
- Experience coordinating multiple technical initiatives, priorities, or workstreams across cross-functional teams.
- Ability to collaborate effectively across engineering, manufacturing, quality, design, and customer-facing teams.
- Up to 10% of domestic travel required

- Legal authorization to work in the U.S. is required. We will not sponsor individuals for employment visas now or in the future for this job posting.
- Relocation assistance is not offered for this position.

Preferred Qualifications:

- 7 or more years of relevant professional automotive software experience in customer-facing technical support, engineering, customer liaison, or a related technical role
- Background in the automotive, manufacturing, or industrial engineering sectors
- Developing and automating scripts to improve efficiency and reducing time to complete tasks.
- Knowledge of quality assurance, compliance standards and regulatory requirements
- Familiarity with industry-standard diagnostic and testing tools and ethernet communications.
- Experience with process improvement methodologies and continuous quality initiatives
- Experience supporting GM or similar automotive OEM/customer accounts
- Demonstrated ability to proactively identify inefficiencies in existing workflows and develop scripted automation solutions

O que oferecemos

THE PERKS

- Immediate Benefits
- Robust Total Rewards Package
- Paid Time Off
- Employee Discounts
- Competitive Bonus Programs
- Employees 401k Match
- Diverse & Inclusive Work Environment with 20+ Employee Resource groups.
- Employee Assistance Program
- Future Growth Opportunities, including personal and professional
- And many more benefits that come with working for a global industry leader!

All your information will be kept confidential according to EEO guidelines.

EEO-Statement:
EEO / AA / Disabled / Protected Veteran Employer. AUMOVIO offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, AUMOVIO complies with government regulations, where they apply, including affirmative action responsibilities for qualified individuals with a disability and protected veterans. To be considered, you must apply for a specific position for which AUMOVIO has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, AUMOVIO provides reasonable accommodations to qualified individuals with a disability.

Ready to take your career to the next level? The future of mobility isn't just anyone's job. Make it yours! **Join AUMOVIO. Own What's Next.**

Quem somos

Since its spin-off in September 2025, AUMOVIO continues the business of the former Continental group sector Automotive as an independent company. The technology and electronics company offers a wide-ranging portfolio that makes mobility safe, exciting, connected, and autonomous. This includes sensor solutions, displays, braking and comfort systems as well as comprehensive expertise in software, architecture platforms, and assistance systems for software-defined vehicles. In the fiscal year 2024 the business areas, which now belong to AUMOVIO, generated sales of 19.6 billion Euro. The company is headquartered in Frankfurt, Germany and has about 87.000 employees in more than 100 locations worldwide