Kriterion〉

Junior Industrial Engineer

Experience level: Graduate to Junior
Location: Pretoria, South Africa

Company Overview

Kriterion is a Pretoria-based SaaS company at the cutting edge of predictive maintenance and intelligent condition monitoring. As a rapidly growing scale-up, Kriterion has proven its business model and is now focused on expanding our market presence and refining our operations to meet increasing demand.

Our clients are those who take care of the heavy machinery and infrastructure that underpin our modern society. We at Kriterion enable our clients' maintenance teams to perform at their very best by providing actionable AI-driven decisions. By applying AI insight to sensor-rich assets we ensure that they remain healthy and perform optimally. We help reduce emissions by making these assets perform efficiently through lean maintenance while mitigating downtime and extending their useful lives.

We achieve this goal by incorporating deep learning with engineering insights in a modern AI-centric framework. Our core product is Cerberus; a cloud-native predictive maintenance platform. Our client base is in the telecommunications and mining space, with 17 000+ assets in our portfolio.

Job Description

- Assist with Centre-of-Excellence engagements with existing telecommunications customers by understanding their maintenance and operational pain points.
- Facilitate telecommunications customer onboarding onto our products.
- Understand our offerings and how they align with our clients' needs.
- Establish appropriate timelines for onboarding of a dedicated technical support team for telecommunications.
- Contribute to the refinement and scaling of our operational processes as we expand our market presence.
- Work with our data team to identify and establish data-driven metrics which measure adoption and customer retention likelihood within telecommunications.
- Communicate customer requests with the data and frontend teams to establish and plan resulting change or feature requests.

- Establish processes and procedures aimed at streamlining customer onboarding and adoption and work with our data and development teams to implement these features.
- Write and update client-product documentation.
- Enhance Kriterion's internal processes related to client onboarding, technical support, and client KPI management.
- General business development-related activities.

Scale-up Environment

- Fast-paced, growth-oriented work culture
- Opportunity to contribute to expanding operations and market share
- Balanced mix of established processes and innovative thinking
- Collaborative team with a focus on scaling efficiently
- Chance to make significant impact in a rapidly growing company

Requirements

- Enthusiasm for client engagement
- Experience in or ability to adapt to a high-growth environment
- Basic programming and data analysis skills (Python/R/SQL)
- Excellent verbal and written communication
- Relevant engineering degree

Nice to haves

- Background in distributed power systems or experience in maintenance-heavy environments is advantageous.

Benefits

- Flexible working hours
- Career growth opportunities in a rapidly expanding company
- Chance to contribute to significant company milestones and achievements
- Exposure to multiple aspects of a scaling business
- Market-related salary

Please send your **CV** and **academic records** through to careers@kriterion.ai with the subject line "Junior Industrial Engineer".