UAS Test Engineer & Customer Support

Ainstein AI
Lawrence, KS
Onsite

About Ainstein

Ainstein creates advanced radar sensors that enable intelligent flying, driving, working, and living. We provide innovative, high-performance, and autonomous radar sensors in the Aerospace, Specialty Vehicle, and Sports industries. Our commercial off-the-shelf radar sensors are deployed in over 40 countries, and we're just getting started. Headquartered in Lawrence, Kansas, and backed by Doosan Bobcat, Ainstein sits at the leading edge of the UAS industry's fastest period of growth.

The Opportunity

Drones are reshaping how industries operate - from precision agriculture to autonomous logistics to the battlefield. At the center of it all is the sensor technology that makes safe, reliable flight possible.

This is a hands-on entry-level role for an engineer who wants to get close to that technology fast. You'll conduct field flight tests, support customers integrating Ainstein radar altimeters into their platforms, maintain our test drone fleet, and contribute to the documentation and QA processes that keep our products performing in the field. You'll work alongside engineering and business development from day one, with direct exposure to both the technical and commercial sides of a fast-moving aerospace company.

If you want hands-on experience with radar technology that's changing how drones navigate the world, this is where you start.

What You'll Do

Customer Support & Order Fulfillment

- Field inbound technical inquiries about Ainstein's aerospace radar products, including installation, operation, and integration into customer systems
- Help troubleshoot hardware, software, firmware, and system integration issues alongside the engineering and product teams
- Maintain and expand Ainstein's customer knowledge portal, including product documentation, application notes, troubleshooting guides, and FAQs
- Support order fulfillment activities from order receipt through shipment, coordinating with internal teams to ensure accuracy and on-time delivery
- Assist the business development team with customer-facing communications and follow-up as needed

UAS Testing & QA/QC

- Conduct flight testing of radar sensors and drone systems for product validation, customer troubleshooting, new feature verification, and new product development
- Support and maintain a full mission-capable test environment, including test equipment, inventory, and company-owned test drones

- Execute test procedures and document results, observations, and findings in accordance with established protocols
- Perform routine maintenance, calibration, and troubleshooting of drones, test equipment, and instrumentation
- Support QA/QC processes for inventory and outbound product shipments
- Ensure safe flight operations in accordance with FAA regulations and company procedures
- Maintain FAA Part 107 Remote Pilot Certificate (required; Ainstein will support obtaining if not already held)

How We Measure Success

- Customer support response and resolution times
- Customer satisfaction and technical issue closure rate
- Completion of product validation and flight test plans
- Quality and completeness of technical documentation
- Identification and reporting of product issues before release
- Safe and efficient execution of UAS flight operations

Qualifications

- Bachelor's degree in Aerospace Engineering, Electrical Engineering, Mechanical Engineering, or a related field
- FAA Part 107 Remote Pilot Certificate, or the ability and willingness to obtain one
- Hands-on experience with UAV systems, including pre-flight checks, mission planning, and post-flight data analysis
- Strong written and verbal communication skills
- Experience with data acquisition and analysis
- Familiarity with Linux, MS Office, and/or Google Suite
- Detail-oriented, self-driven, and comfortable managing multiple tasks in a fast-paced environment
- Travel may be required

Nice to Have

- Experience with radar, lidar, optical, or other onboard UAV sensors
- Familiarity with open-source autopilot platforms (ArduPilot, PX4)
- Background or coursework in business, sales, or marketing
- Prior knowledge of the commercial or defense UAS market
- Experience contributing to R&D or product development projects

Benefits

- Health, dental, and vision insurance
- 401(k)
- Unlimited PTO
- Paid training and professional development

Ainstein AI is proud to be an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, age, disability, veteran status, or any other characteristic protected by applicable federal, state, or local law.