

## **JOB DESCRIPTION**

### **Title**

Applications Engineer

### **Status**

Exempt, Full Time

### **Reports To**

Operations Manager

### **Purpose**

Responsible for analyzing, conceptualizing, and proposing custom industrial automation solutions for target customer and OEM applications as a member of the sales and marketing group.

### **Duties and Responsibilities**

- Customer Experience Technical Lead
    - Lead communications and collaborations with internal and external customers regarding concepts and designs.
    - Listen to, interpret, articulate, and propose solutions to customer issues and objectives as they relate to industrial automation and machine building.
    - Serve as a conduit during the sales technical cycle between the sales team and the customer.
    - Define and articulate full scope of work and establish detailed specifications.
  - Resource Planning
    - Identify and assist in the procurement of required third party resources.
    - Ensure designs meet feasibility requirements with engineering, manufacturing, and 3<sup>rd</sup> party resources.
  - Time Management
    - Take full responsibility for meeting all established deadlines.
    - Participate in scheduled internal and external project meetings.
  - Financial Management
    - Accurately estimate projects in collaboration with internal teams and external vendors.
    - Maintain accurate estimating tools to include labor, materials, and third-party services.
    - Seek opportunities for additional project revenue.
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- Quality Assurance
  - Ensure proposed products and services meet or exceed the company's high standards.
- Risk Management
  - Identify and communicate issues that jeopardize customer relationships and projects.
  - Identify and report customer and project risks that may jeopardize the company's reputation, safety, and financial interests.
- Reporting
  - Create and maintain running sales and project management reports relevant to the company objectives and as requested.
- Sales Support
  - Assist sales in the estimating and scope process.
  - Provide technical information as requested.
  - Assist sales with on-site technical presentations as the subject matter expert.
- Marketing Support
  - Assist marketing with technical input, presentation collateral, and trade show logistics.
- Technical Contribution
  - Provide technical updates to internal teams.
  - Coordinate technical interests and advancements between vendors and internal teams.
- Corporate Initiative
  - Recommend process improvements.
  - Participate in marketing and business strategy as requested.
  - Provide continuous product and technical input contributing to the company's market visibility and distinction.
  - Promote and exhibit cultural enthusiasm towards the success of the company.

### **Qualifications**

- 2-year technical degree in related field.
- Solid organizational skills to include attention to detail and multitasking.
- Minimum 2 years of experience in relevant engineering with a focus on mechanical.
- Minimum 3 years of CAD/Solidworks programming experience.
- Competent use of relevant software including Microsoft Office, scheduling software, and related project management tools.
- Ability to travel as needed with the expectation to be approximately 25%, mostly local.
- Proven ability to conceptualize, draw, estimate, and articulate electrical and mechanical solutions to a wide variety of customer applications.

### **Preferences**

- A natural and determined desire to serve customers in a positive and professional manner.
- Thrives on the challenge of multitasking and contributing to effective and motivated teams.
- Confident and persistent problem solver.

- Sales aptitude with a genuine approach to customer success.
- Very strong communications (verbal and written) and interpersonal skills.
- Industrial or manufacturing background.
- Strong problem-solving skills.

**Performance Measurements**

Performance will be measured by:

- Customer satisfaction with end results and overall experience.
- Contributing to profitability initiatives.
- Meeting or exceeding quality standards and specifications.
- Accuracy of estimating.
- Continuously demonstrate and promote a culture of ownership thinking.

**Direct Reports**

No direct reports.

Approved By:

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Mike Olszewski

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Date

Accepted By:

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Employee

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Date