Applications Engineering – Job Description

Role:

To work with current and new customers, as well as the sales and marketing team, by providing technical solutions; Act as Subject Matter Expert of various D&V products and the related applications

Responsibilities:

- Provide technical support to the Technical Services Team; to include warranty options.
- Key subject matter expert on application and technical solutions for D&V product(s).
- Provide innovative solutions to both current and new customers, on application and technical concerns.
- Assist Engineering, Manufacturing and QC departments with testing; to ensure that products meet the customer expectations, within the agreed deadlines.
- Advise the Engineering Department on design specification(s); recommend product improvement and / or modification(s); as per customer specifications.
- Advise Manufacturing and QC departments on matters involving:
    - Tooling design
    - Testing techniques
    - Debugging of special projects machines
- Assist in the debugging, fault finding and root cause analysis of prototype and standard machines - to include system level testing and PLC programs, in-house and at the customer's site.
- Create training materials and train customers in the use of company products.
- Responsible to assist Project Managers on open issues on equipment, in-house and customer site, for F.A.T. (Factory Acceptance Tests) and closing issues for S.A.T. (Site Acceptance Tests)
- Validation and verification of application performance, on new and existing D&V Products, as required

Education and Experience:

- B.Sc. in Electrical Engineering
- Excellent written and oral communication skills
- Outstanding troubleshooting and diagnostic capabilities of electronic, electromechanical and electrical systems.
- Excellent customer service skills and relationship building
- Excellent problem solving and analytical skills
- Advanced knowledge of electronic circuit applications
- Advanced knowledge of computers and programming
- Demonstrated ability to work in a collaborative team environment with engineers, programmers, and sales professionals.
- Familiarization with automotive electromechanical systems and electronics would be an asset.
- Must be willing and able to travel to the USA and Overseas.
- Must have a valid passport and driver's License