



## **JOB DESCRIPTION**

**Job Title: Applications Engineer**

**Department: Engineering**

### **JOB PURPOSE**

Provide support for customer application/technical questions, sales personnel, and engineering. Develops quotes and performs product demonstrations and training.

### **JOB RESPONSIBILITY SUMMARY**

- Provide email & phone support for customers' technical questions/problems; contact appropriate factory when factory-to-customer contact is warranted; follow up with customer to confirm resolution of problem
- Provide application-based assistance for customer – gather application information, ask lead questions to probe for other needed parts
- Assist outside sales with on-site product demos, product specification assistance & technical support
- Communicate with sales staff regarding applications, support calls, or sales calls for key accounts and potential accounts
- Provide training for sales staff and customers focusing on product benefits/features and selection process
- Conduct customer training seminars on vendor and technology-specific products & programming software
- Assist sales staff on product selection or competitor cross-reference
- Create & publish marketing material focusing on application successes, how our products compare and contrast to competitors
- Establish & maintain a positive relationship with customers, vendors, and factory reps while exhibiting cooperative and courteous behavior
- Participate in team efforts to achieve departmental and company goals
- Comply with all safety policies, practices, and procedures; report all unsafe activity to supervisor or Human Resources
- Performs other duties as assigned

### **REQUIRED KNOWLEDGE, SKILLS, & ABILITIES**

(To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and ability required.)

**Education/** **Required:** Bachelor's degree in engineering or related field

**Licensure/  
Credentials** **Preferred:** BSEE, BSEET

**Experience** **Required:**  
**Preferred:** 2-3 years' experience in a technical sales organization

**Special  
Knowledge/  
Skills** **Required:** Excellent written and verbal communication skills  
Strong math and logistical skills  
Intermediate computer skills including knowledge of Windows, Word, Excel, and database activity

**Preferred:** Strong presentation skills

**Physical  
Demands**

**Required:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Standing, walking, and sitting for a majority of the time
- Use of hands and arms to touch, lift, and reach, etc.
- Talking and hearing for a majority of the time
- Typing for portion of time
- Lifting and/or exerting up to 20 lbs. of weight/force frequently and up to 75 lbs. of weight /force occasionally

This job description supersedes all previous job descriptions. The job description is intended to be a tool to describe the primary purpose of the job and the KEY duties and responsibilities. The job description is not to be construed as an exhaustive list of all duties and responsibilities required. Management has the right to add to or change the job responsibilities at any time. All personnel may be required to perform duties outside their normal responsibilities from time to time, as needed.



