

Position Description

Position Title: Product Applications Engineer

Exempt/Non-Exempt: Exempt

Functional Area: Sales

Job Code: 7006L03

Major Function:

Plan and execute assigned Product Application Engineering tasks, including design engineering, testing, documentation and technical support.

Major Responsibilities:

- Prepare and present product presentations and demonstrations to customers.
- Provide targeted training for key customers to setup, configure, and operate Spang's digital products.
- Develop application expertise on Spang products.
- Seek opportunities for retro-fits of legacy products or competitor's products.
- Write detailed trip reports of sales call activity.
- Write customer proposals, negotiate contracts, enter orders, and invoice customers.
- Participate in trade show events and follow-up with perspective customers. Present product features to an audience as needed.
- Participate (as needed) in joint sales calls with Spang Manufacturer Reps or Distributors.
- Effectively interface with manufacturing, engineering, sales, and management as a product expert.
- Responsible for meeting the sales order entry package design requirements of customized Product as assigned.
- Perform design engineering and design reviews for assigned customized Product orders and Product derivatives.
- Develop bills of material and verify against the electrical and mechanical drawing package.
- Comply with all applicable standards, including internal design engineering standards
- Support product certification to 3rd party standards (UL, CSA, CE, ODVA, SCCR, etc.)
- Resolve assigned product substitute parts issues caused by lead time, cost, or obsolescence with Purchasing.
- Resolve product design issues with Manufacturing, including change requests.
- Provide input to Development Engineering for new Product technologies.
- Support of Sales to provide budgetary estimates and technical solutions to customer opportunities as assigned.
- Technical support of product marketing activities to identify opportunities for new or improved products and providing budgetary estimates of engineering, material, and labor costs.
- Provide field service to Customers when special Customer or product knowledge is required.
- Technical support of customer inquiries and other SPE employees related to product technology, setup, and troubleshooting via email, phone, video chat, etc.
- Train new employees as it relates to product testing / procedures. Participate in / support in-house testing as needed.

- Validate product firmware releases for functionality through application and iteration testing. Provide feedback to Development Engineering.
- Provide testing support to validate or troubleshoot product hardware design.
- Provide testing support as needed to the manufacturing group on circuit boards, power controllers or other related products.
- Perform Quality Control checks on Product.
- Travel to customer sites as needed to support sales or demonstrate product technology features (travel estimated to be between 20-30%)
- Keep up to date with new technology that may be applicable to new projects.
- Other duties as assigned.

Supervisory Responsibilities:

- Direction of engineering support personnel assigned to assist in product engineering activities.

General Responsibilities:

- Compliance with safety requirements
- Compliance with quality procedures
- Keep organized records of work completed
- Communicate with other departments in support of company goals

Education/Training:

Required Degree: Bachelor of Science

Major: Electrical Engineering, Electrical/Electronics Technology (EET), Computer Engineering

Course study in power electronics and embedded programming helpful.

Experience:

3 to 5 years of experience in design engineering of power electronic products is required.

AutoCAD electrical / mechanical drawing experience is a plus, as is knowledge of PLC communication structures / programming or HTML5 programming.

Skills:

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| <ul style="list-style-type: none"> • Ability to Move Throughout the Plant or Customer Sites • Use Both Hands • Ability to Hear • Ability to See • Ability to See Color • Ability to Talk • Ability to Operate: Computer Controls; Microprocessors; Testing Equipment; Hand tools • Ability to climb steps and ladders • Ability to work in an industrial plant environment including high temperature and high humidity for extended periods of time | <ul style="list-style-type: none"> • Advanced Computational Aptitude • Analytical Ability • Problem Solving Ability • Written Communication Skills • Ability to Communicate Complex Ideas • Communicate Through Electronic Means Such as Telephone, Email, Video Chat, Collaboration Apps • Ability and willingness to travel on short notice |
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Position Reports to: Vice President of Spang Power Electronics

Approved by: Vice President of Human Resources

Kim McKean

Last Update: 8/22/2023

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.