

Orenco Systems, Inc.

Job Description

Job Title:	Applications Engineer I	Job Code:	APPENI
Salary Grade:	24		
Department:	Systems Engineering	FLSA Status:	Exempt

GENERAL POSITION SUMMARY:

This position exists to provide technical assistance and support to the Regional Systems Engineer position, as well as general engineering and technical support for the Department. The Applications Engineer will interact with Orenco staff in addition to contractors, designers, developers, dealers, and regulators regarding system design. In addition, they will perform research, receive and interpret orders for Orenco Systems products and services, work with Technical Sales to develop and extend price quotes, assist customers in determining individualized needs and recommend products appropriately, advise customers regarding equipment installation, usage, repair, and maintenance, and provide quality customer service in all internal and external interactions.

RESPONSIBILITIES:

Essential Functions:

- Customer Service
 - Acts as a backup to all of the Regional Engineers, working with clients, performing design review, and providing troubleshooting assistance.
 - Thoroughly documents communications and services with clients to the Regional Engineers to ensure there is no lapse in service to the customer.
 - Performs follow-up correspondence with researchers, regulators, and/or designers, after initial contacts have been made.
 - Communicates regularly with Orenco's manufacturing teams and other related departments to ensure correct development of specialty orders, accuracy of standard orders, and quality customer service.
 - Researches customer requests regarding products and equipment and directs customers to other sources of information, if necessary.
- Engineering Review
 - Assists in research and analysis of data, such as customer design drawings, proposals and specifications, to determine feasibility of design or application.
 - Assists customers in determining needs related to the design, development, installation, and maintenance of Orenco Systems wastewater handling equipment.
 - Utilizes technical knowledge/training and works with Technical Sales to ensure that customer orders for products, services, and equipment function in congruence to create the most efficient and cost effective systems, accurately meeting specific customer needs and Orenco Systems quality requirements.
 - Receives and evaluates customer's system design drawings and plans, providing suggestions and making recommendations as needed.
 - Can travel to project sites to perform start up and provide installer/operator training if necessary.
- Research
 - Assists in research projects under the guidance of senior engineers.
 - Assists with the research of competitive technology and oversight of the competitive technology database.

- Training
 - Provides technical training for local or regional groups as well as for internal use.
 - Assists in the development of training materials and curricula.
- Troubleshooting
 - Troubleshoots and assists end users in resolving minor problems involving system installation, repair, and maintenance.
 - Attends team meetings and contributes ideas and opinions, continuously seeking improved methods by focusing on maximum efficiency of the sales process and providing quality customer service.
 - Becomes familiar with Orenco related products and technology by reading professional literature.
 - Performs other duties as assigned.

EDUCATION:

Requires an AS degree in Engineering with an additional two years of directly related experience or a BS degree in Engineering preferred.

KNOWLEDGE/SKILLS/EXPERIENCE:

- Ability to be flexible and change priorities with little notice.
- Ability to communicate in a professional, courteous, and customer service oriented manner.
- Ability to independently apply prescribed Orenco methods and standard engineering practices and techniques in specific situations.
- Ability to learn state and local regulatory rules.
- Ability to successfully interact with individuals from diverse backgrounds and extreme variations in educational levels.
- Above average organizational skills are required.
- Exceptional verbal and written communication skills are required.
- Keyboarding skills are required.
- Previous engineering, technical sales, or marketing experience is a plus.
- Up to one year of experience in a related engineering field is desired.
- Willingness to travel (infrequently).
- Works under the direct supervision of upper level engineers. Utilizes standard engineering principles and practices to perform routine tasks. Performs limited portions of broader assignments.
- Ability to quickly gain a base knowledge of Orenco equipment and processes.
- Familiarity with spreadsheet and word processing software is required.

TOOLS AND EQUIPMENT:

Calculator	Computer	Copier
FAX Machine	Ohmmeter	Printer
Multi-Line Phone with Intercom		

WORKING CONDITIONS:

Office environment with occasional exposure to outside elements when traveling or conducting field work.

PHYSICAL REQUIREMENTS:

Speaking, seeing, hearing, sitting, writing, and keyboarding.

Last revised: 9/19/2017