

Job Description



Title:	Applications Engineer	
Date Originated:	4/16/16	Date Revised: 05/31/17
Reports to: (Title)	Applications Engineering Manager	
Mission Statement:	<ul style="list-style-type: none"> ➤ Assure customer satisfaction and minimize HED development costs by accurately and efficiently translating customer application requirements into functional and design engineering specifications. ➤ Assist customers in all areas related to application of HED products and systems 	
Categories:	Essential Job Responsibilities:	
Systems Integration	<ul style="list-style-type: none"> ➤ Translate customer needs into functional and design specifications usable by HED® hardware and software engineers. ➤ Formalize customer specifications into a contractual type format for customer approval and authorized signature. ➤ Design, develop and implement control system designs using HED® software. 	
Field Service / Troubleshooting	<ul style="list-style-type: none"> ➤ Travel on location to customer to troubleshoot and / or repair electronic control problems. ➤ Guide customers through troubleshooting procedure over the telephone. 	
Prototype Tracking / Commissioning	<ul style="list-style-type: none"> ➤ Track prototype orders through HED® internal process to assure proper specification and on-time delivery ➤ Commission and test HED® prototypes on vehicles at customer location 	
Other	<ul style="list-style-type: none"> ➤ Other duties as assigned by the Applications Engineering Manager 	
Technical skills / Competence required:	<ul style="list-style-type: none"> ➤ BS Degree in Electrical Engineering or related Engineering Degree ➤ 3 or more years experience in electro-hydraulic controls integration and electronic controls programming ➤ Proficient in C programming ➤ Detail oriented ➤ Excellent communication and interpersonal skills; ability to communicate with customers in a customer service role ➤ Customer empathy / customer advocate mentality ➤ Strong leadership qualities and a demonstrated capability to influence others and excel in a matrix environment is a must. 	
Relationships:	<ul style="list-style-type: none"> ➤ Works with Engineering, Product, Customer Service, and Sales Management to coordinate and prioritize customer application engineering and field service support requirements. 	
Employee Signature:		Date:
Manager Signature:		Date:
Top Management Signature (Manager "N+2"):		Date:

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.