



## Job Description Arteche PQ

**Title:** Low Voltage Application Engineer **Number of Pages:** 3  
**Employee Name:**  
**Department:** Engineering  
**Manager:** President  
**Manager Name:** Gary Anderson  
**Proposed Salary:**  
**Effective Date:** June 20, 2011

### General Summary

Under the direction of the President, this individual will be responsible for providing Arteche PQ customers with technical and administrative product support for all Low voltage class products. Low voltage is defined as less than 1000 volts A.C. Additional responsibilities include providing technical training for customers and employees, providing optimum application solutions for all Arteche PQ products, and coordinating company technical engineering services with new and existing business accounts. As required, this person will inform the company relative to market technical trends, competitive products and pricing, prepare related reports, interpret findings, and make associated recommendations. This person will coordinate all low voltage product introductions and the execution of customer sales contracts, and complete all required application engineering and product training activity.

### Duties and Responsibilities

1. Primary customer contact for technical application inquiries for low voltage products through direct engagement with the customers in their facilities, via telephone, e-mail, fax, and mail. Responsible for servicing the customer and meeting their technical support needs within established Arteche PQ company guidelines.
2. Coordinate with new and existing low voltage customer sales contracts to provide field training within Arteche PQ.
3. Monitor and inform the company relative to low voltage product marketing trends and competitive low voltage products for Industrial and Commercial markets.
4. Provide assistance in selecting applications of low voltage products that will result in the optimum solution to the customer's specific situation. Work with factory Design Engineers to custom design low voltage products to suit the needs of the customer.
5. Assist in performing technical reviews of low voltage product specifications for incoming sales inquiries.
6. Coordinate project/program startup and service needs for customers purchasing low voltage products.
7. Participate in activities such as trade shows, sales presentations, training seminars, and continuing technical educational programs. Travel to various locations may be required via car or air travel with overnight stays.
8. In addition to field training of customers, handle the coordination of field service requirements for selection, ordering, and shipment of low voltage products to customer job sites. May include onsite equipment trouble shooting to resolve startup issues, data collection, product improvements, and the installation and/or replacement of parts onsite. Requires occasional air and automobile travel with overnight stays.
9. Assist in the creation of low voltage product specifications and business plans for Arteche PQ management.

10. Assist in the writing of technical support papers for Artech PQ based upon actual field experience with customers.
11. Write product field failure reports and performance evaluations for internal and restricted outside use.
12. Participate in Artech PQ product re-design and development committees.
13. Assist in the writing of custom specifications and technical copy for Artech PQ Marketing.
14. Meet with Artech PQ vendors for technical and commercial evaluation and decision making issues.
15. Participate in product design modifications for cost reduction, market demand, and product improvement issues.
16. Champion technical and commercial projects to improve products and services of Artech PQ.
17. Review and comprehend competitor literature. Determine the appropriate Artech PQ cross reference part number and generate a comparison of the two products.
18. Complete other duties and projects as assigned.

### **Knowledge, Skills and Abilities Required**

This individual must be capable of working effectively in urgent situations and successfully handle multiple tasks simultaneously in a well organized manner. This person must possess strong oral and written communication skills and be able to work well with other people on a peer and team level. Attention to detail, strong organization skills, and the ability to consistently meet goals and deadlines are requirements of the position. This position requires a person that can work successfully with a minimum amount of direct supervision.

This individual must be capable of operating an oscilloscope, ammeter, multi-meter, telephone, fax, office copying machine, personal computer, and automobile. They must be capable of interpreting electrical power diagrams. A working knowledge of Microsoft Office, Excel, Microsoft Word, Power Point, and Access, and be capable of entering data on a keyboard at a minimum rate equivalent to 50 wpm is required.

### **Education Requirements**

This position requires a Bachelor's degree, preferably in Electrical Engineering/Technology that includes 10 years work experience in industry resulting in a familiarity with low voltage products; or equivalent technical work experience with low voltage product applications, support, and trouble shooting in an Engineering, Sales, or Customer Service capacity.

### **Relationships**

This position reports directly to the President. Other relationships include daily interaction with the Inside Sales and Warehouse Manager, VP of Sales, Regional Sales Managers, Product Development Engineer, Sales Coordinator, Product Marketing Manager, and Accountant. This individual will have frequent interaction with staff and management employees at several Artech manufacturing plants, Manufacturer's Representatives, Distributors, and Customers.

### **Physical Demands of Essential Job Functions**

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| Standing: | Requires tolerance of intermittent standing posture up to (3hrs.) over (8 hrs.) standing on carpet.         |
| Sitting:  | Requires tolerance of sitting posture up to (7 hrs.) over (8 hrs.). Sit on office-type chair with backrest. |
| Walk:     | Requires intermittent walking up to (1 hr.) over (8 hrs.). Walk on carpet and concrete.                     |
| Lift 1:   | Lift boxes of material weighing up to (40 lb.) from (1 in.) to (36 in.), up to (1X/hr.)                     |

