

Product Design and Systems Support Engineer

SUPERVISED BY:	Director of Research and Development
STATUS:	Full-time, Salary, Professional Exempt
LAST REVIEWED ON:	01/18/2019

POSITION DESCRIPTION:

Techmark seeks an entry-level engineer to support existing engineering operations including but not limited to design of new and existing agricultural ventilation systems, equipment, and products, provide technical support of existing client base through direct and remote interactions, and provide leadership for use of an existing engineering document management system.

ESSENTIAL JOB FUNCTIONS:

1. Perform CAD design of systems, products, quoted projects, and update prints to reflect as-built construction and support the on-site installation and commissioning of these systems.
2. Perform remote and on-site technical support of ventilation controls and equipment.
3. Support R&D projects through generation of design specifications, customer feedback, mechanical design, etc.
4. Interface with outside contractors to manufacture products derived from R&D and engineering specifications and designs.
5. Lead the effort to formalize use of existing document management system for engineering documentation.

OTHER JOB FUNCTIONS:

1. Develop standard operating procedures as seen fit to enhance current and future employee capabilities.
2. Maintain a clean work area.
3. Ability to legally operate a company vehicle.
4. Ability to operate a forklift, pallet jack and hand cart.
5. Travel to customer locations, trade shows and industry events.
6. Any other job duties that Techmark directors or supervisors determine is necessary to accomplish the goal of supporting the business and customers.

POSITION OBJECTIVES:

1. Learn about Techmark's product offerings through the design and support of systems and products.
2. Create a positive, professional work environment in which to implement the vision created by the company owners and management.
3. Manage customer calls effectively, in compliance with company protocols, to ensure proper scheduling/dispatching and high levels of customer satisfaction.
4. Successfully meet performance goals and KPI.

MEASURED BY:

1. Management, co-workers and customer satisfaction.
2. Meeting established department productivity, conversion rate and quality goals.
3. Adherence to company script and protocols.
4. Timely completion of assigned tasks.

POSITION REQUIREMENTS:

1. Bachelor's Degree in engineering (agricultural, biosystems, mechanical, electrical).
2. Demonstrated capabilities with AutoCAD or other related computer aided design software.
3. Ability to read and troubleshoot electrical systems from schematics.
4. Proficiency in Microsoft Excel, Word and online calendar systems.
5. Excellent problem solving and troubleshooting skills.
6. Able to work independently in a fast-paced environment; managing multiple demands and priorities.
7. Ability to work after-hours on occasion to support customer installations, troubleshooting, and support.
8. Excellent communication skills in both written and verbal forms.
9. Able to effectively utilize and administer a multiline phone system, mobile devices, intercom and fax machine.
10. Able to project empathy for customers through professional, tactful and courteous communications/interactions.
11. Proper use of the English language including spelling, grammar, punctuation, and sentence structure.
12. Demonstrated customer service abilities.

PREFERRED SKILLS:

1. Product design capabilities using 3D CAD design software (SolidWorks, Inventor, ProE, etc.)
2. Familiarity of agricultural operations for the production and post-harvest handling of specialty crops including potatoes, mushrooms, sugar beets, onions, carrots, and garlic.
3. Familiarity with commercial HVAC equipment, operation, design specifications, installation, and troubleshooting.
4. Knowledge about Canon Therefore document management system operation.
5. Ability to quickly learn about existing product line, customers, and any other relevant information to make informed decisions about the future of Techmark.
6. Experience with industrial vision or computer vision software.
7. Familiarity with Google Apps for Business e-mail and calendar use.
8. Familiarity with IOT and cloud-connected communications and devices.

MINIMUM PHYSICAL EXPECTATIONS:

1. Physical activity that often requires keyboarding, sitting, phone work and filing.
2. Physical activity that often requires extensive time standing and repetitive motion.
3. Physical activity that often requires lifting under 50 lbs from low to high elevations.
4. Physical activity that sometimes requires travel – car, train, and/or air.
5. Physical activity that sometimes requires bending, stooping, reaching, climbing, kneeling and/or twisting.
6. Physical activity that sometimes requires pushing and/or pulling over 50 lbs. but not more than 75 lbs.
7. Specific vision abilities required include close vision, depth perception, and the ability to adjust and focus. Must hear and speak well enough to conduct business over the telephone or face-to-face for long periods of time.
8. Ability to use cleaning products and painting supplies.
9. Ability to wear safety equipment: protective gloves, safety glasses, hearing protection and protective clothing.

MINIMUM ENVIRONMENTAL EXPECTATIONS:

1. Exposure to paint fumes, adhesive fumes, and dust.
2. Extended periods of standing while working with hand tools.
3. Periods of running chop saws, band saws, drills, cut off wheel devices, and other shop related power tools.
4. This position will require working primarily indoors but some outdoor activity. Typical workweek is eight (8) hour workdays, five (5) days per week with some weekend work as needed.
5. This position deals with difficult personalities (at times) in a highly competitive industry and can be challenging.

COMPENSATION

1. Salary based on education, experience, and certifications with potential performance-based bonus.
2. Benefits include medical, dental, vision, life insurance and 401K.