

Applications Engineer

Job Description

The primary function of an Applications Engineer is to create and maintain the documentation system relative to machine installations. This involves creating installation instructions using photographs, CAD or graphics work, and text. This requires hands-on work on construction and mining machines, consequently necessitating some travel. It also requires strong communications, verbally and electronically with customers, installers, suppliers, and internal associates. The neatness of documentation and creative presentation of the installation procedure is required. This position also requires customer troubleshooting assistance and telephone technical support.

Essential Duties and Responsibilities

- Review and upgrade existing kits
- Define and layout new kits
- Research installation practices
- Create and upgrade kit instructions
- Investigate and implement cost savings opportunities relative to existing kits and kit installation
- Make technical recommendations to customers
- Regular customer contact

Qualifications

- Must be highly creative, possess strong initiative and be detail-oriented.
- Driven to continuously learn and develop about the industry and company.
- Possess strong communication skills and is able to provide clear direction and concise feedback when reviewing work.
- Ability to execute multiple projects in a fast-paced environment, meet deadlines, juggle a high volume of customer inquiries daily and proactively follow up with them.
- Possess strong organizational skills.
- Consistently achieves the best possible solutions for our customers at a fast pace.
- Team player – this is a highly collaborative and supportive team environment; relationship building and communication are key assets to our fast-paced, growing environment.
- Outstanding ability to think creatively and strategically to identify and resolve problems
- Ability to work within a team and independently within a fast-paced environment
- Possess hands-on mechanical skills

Education and/or Experience

- Preferred Associate/Bachelor's degree or higher in ME/MET or equivalent education or experience
- Understanding of basic electrical systems
- Troubleshooting skills for mechanical and electrical systems

Computer Skills

- CAD or graphics experience
- Document creation and layout
- Microsoft office software including Word, Excel, PowerPoint and Outlook

Work Hours

- Business hours are Monday - Friday 8am - 5pm
- Additional hours will be required when the project workload dictates.

Benefits

- Amazing opportunity to join the team at its critical expansion moment
- Sharp, motivated co-workers in a fun office environment
- Competitive compensation
- Bonus Program
- Health Insurance - PPO - with NO DEDUCTIBLE
- Dental Insurance - includes orthodontics
- Vision
- Flexible Spending Account
- 401-K includes company match
- Profit Sharing
- PTO(Paid Time Off)
- Paid holidays
- Flexible working environment/hours
- Continuous Education/Training opportunities
- Tuition Reimbursement

Work Environment

- Office
- Limited travel, ~20%

Please email your cover letter and resume to:
hmr@rpmindustries.com with the subject title: "Applications Engineer"