

# TECHNICAL SUPPORT ENGINEER

## PURPOSE OF POSITION

Provides technical sales and engineering support to configure and quote lapping machinery and accessories. Works closely with manufacturing machine build and inventory planning. Assists customers in pre and post-sales service issues in the machine.

## CONTACTS

Reports to Hyprez Product Manager. Has inside contacts with Hyprez cell members, Sales, Manufacturing, Purchasing, Accounting, Process Development Laboratory, and Shipping & Receiving depts.; has outside contacts with suppliers, customers, affiliates, distributors, and Regional Sales Managers.

## ESSENTIAL QUALIFICATIONS

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Identifies customer product requirements and provides direct customer technical support.
- Reviews technical documents, including machine manual, and revise properly.
- Performs extensive inspection of Hyprez equipment before shipping to customers.
- Maintains and updates inspection forms and machine documents in the vault.
- Accurately enters proposals into the computer system promptly, including capital equipment orders. Supports training of new and existing Customer Service Reps.
- Enters and adjusts product pricing and descriptions into the computer system on time. Creates item numbers and product structures in the ERP system.
- Coordinates with purchasing to ensure products are appropriately specified.
- Provides professional inside sales support/customer service/technical support to customers, including, but not limited to, confirming order status, providing assistance in selecting products, tracing shipped orders, expediting open orders, and quotes on standard products.
- Effectively and professionally acts as the liaison between customers and Manufacturing, Purchasing, Accounting, Shipping & Receiving department personnel to expedite order processing.
- Provide telephone and on-site machine service and maintenance assistance, also technical support to product users.
- Oversees equipment service calls. Determines parts to order for repairs and timeliness of need and schedules the service call.
- Manages customer complaint process for Hyprez, ensuring timely resolution and closure.
- Exhibits consistent productivity while adhering to ISO 9000 quality procedures.
- Performs other related activities as assigned by supervisor.



# TECHNICAL SUPPORT ENGINEER

## ESSENTIAL QUALIFICATIONS

- Requires a minimum of an associate degree in engineering, manufacturing, or mechanical engineering with more than 3 years of experience in a related field.
- Ability to add, subtract, multiply, and divide into all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures, quotes, proposals, and amounts such as discounts, commissions, mark-ups, selling price ratios, interests, proportions, and percentages. Algebra and trigonometry skills are helpful.
- Ability to read, analyze, and interpret general business periodicals, professional journals, or technical procedures. Ability to communicate effectively, orally and in written form, with management, customers, and other employees of the organization.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to organize, save and retrieve information. Ability to research various sources within and without the company to find needed information.
- To perform this job successfully, an individual must know Word Processing software, Spreadsheet software, Order processing systems, Manufacturing software, Database software, and Customer Relationship Management systems. Basic CAD or drawing skills are helpful.

### Other Skills and Abilities

- Must be able to read blueprints and use tools to install and repair machines, operates precision measuring and test equipment, and lapping machines.
- While performing the duties of this job, primarily sedentary work, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand, stoop, bend, walk and reach with hands and arms above shoulder heights, below the waist, or lifting as required to file documents or obtain work materials and perform job duties throughout the workday.
- The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
- While performing the duties of this job, the employee is occasionally exposed to work near moving mechanical parts and risk of electrical shock. The performance of this position may occasionally require exposure to the manufacturing areas where certain areas require the use of personal protective equipment such as safety glasses with side shields. Primary environment: ambient room temperatures, moderate noise, lighting, and traditional office equipment found in a typical office environment.