



Swagelok Northern California

POSITION DESCRIPTION for Field Engineer

Identifying Information			
Date:	September 2019	Position Title:	Field Engineer
FLSA:	Salaried Exempt	Supervisor:	Sales Manager
Position Summary			
<p>A Field Engineer serves as a technical resource for the sales team as well as an extension of the engineering group to meet design requirements of customer applications. Field Engineering's primary focus is to provide application knowledge and technical support to targeted product and service initiatives, market segments, and key customers. In addition, a Field Engineer will develop and provide fluid handling solutions to specific customer needs and specifications through project support or onsite troubleshooting as part of evaluation and advisory services.</p>			
Key Responsibilities			
<ol style="list-style-type: none">Customer Focus. Demonstrate passion, active listening, and empathy in all interactions to achieve the company's Vision to "Be our customer's favorite story"Strategic Business Orientation.<ul style="list-style-type: none">Drive sales of targeted products and services to achieve SNC's goals and North Star metricsDevelop plans and implement activities to support the Swagelok Northern California's operating and marketing business plans.Fluid System Optimization.<ul style="list-style-type: none">Perform evaluations of customer fluid systems to identify areas of improvement, drive plant efficiencies, and offer possible solutions via formal reports.Collaborate with other Engineers on technical applications and solutions.Develop and provide fluid handling solutions to specific customer needs and specifications through project support or onsite troubleshooting, which may include creating P&ID's of potential solutions.Suggest system layout improvements or best practices including placement of specific products within the system and asking the customer to consider alternative products to improve the functionality or maintainability of their system.Product Expertise.<ul style="list-style-type: none">Select and recommend products into specific customer applications.Identify the changing application needs for new products and existing products while providing feedback to the appropriate factory personnel on improvements to products or services.Serve as the factory representative in support of existing installations and product returnsTraining Support. Provide distributor training and technical support on products and applications.Professional Development. Educate yourself in a self study program to improve business acumen, management and leadership skills, knowledge of the Swagelok organization and market opportunities.			
Education, Experience, and Skills/Knowledge Required			
Education			
Bachelor's Degree in related areas (e.g. mechanical engineering)			



Swagelok Northern California

POSITION DESCRIPTION for Field Engineer

Experience

3+ years of industry experience with fluid controls or products in one or more focused market/application segments.

Skills/Knowledge

- Organizes and prioritizes well and excellent time management skill
- Skilled in interpreting and understanding customer applications in order to develop P&ID and fluid schematics
- Complex Problem-Solving
- Capability to learn features and benefits of multiple product families
- Makes decisions that are fiscally responsible and compatible with company goals and objectives
- Shows flexibility to shifting priorities or new demands.
- High level of technical ability
- Ability to create positive work relationships
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.

Key Emotional Intelligence Competencies

X	Emotional Awareness	X	Influence	X	Organizational Awareness
X	Inspiration/Optimism	X	Customer Service	X	Managing/Measuring Work