

# SIMCO MATERIALS

## POSITION DESCRIPTION

The Position Description is the tool used by SIMCO Materials to communicate and clarify the essential job functions, establish the basis for performance expectations, and identify training needs for each position.

### **Part I - Reporting Structure**

**Start Date:** Feb, 2014

**Job Title:** Sales and Service Engineer

**Reports To:** Vice President

**Department:** Sales and Service

**Salary:** INR 4 to 6 Lakh/Yr

**Completed By:** Vice President

### **Part II – Position Objective**

Provides technical, quality and hands-on support during installation, commissioning and service activities of thermal processing equipment/UV Curing equipment/optical fiber equipment, which are all high technology at various manufacturing, vendor and customer sites.

Resolves technical and quality issues to ensure that projects are completed correctly, with the highest quality, on schedule and within budget. Heavy emphasis on project coordination, customer liaison and problem solving so as to provide superior value added service to SIMCO clients.

### **Part III – Job Responsibilities**

#### Essential Duties

1. Establish, develop and manage relationships with vendors and customers in order to serve as liaison to SIMCO home office.
2. Develop and maintain a working knowledge of SIMCO technology, equipment, and quality systems to technically support installation, commissioning and service activities as well as resolve in field technical and quality issues. Able to repair and adjust minor mechanical/electrical components/systems.
3. Gather, collect, document and report field issues, operational data and voice of the customer to support continuous improvement programs.
4. Create, manage and report on plans and schedules of field activities, projects and jobs.
5. Coordinate, Manage and provide direction, technical support, and supervision to vendors, subcontractors, customer personnel and other resources to facilitate in field projects.
6. Train customers and SIMCO representatives in the proper installation, operation and maintenance of SIMCO equipment.
7. Work with customer to support sales of replacement parts and service.
8. Work with SIMCO Technical Support Engineers and Specialists to critique and refine SIMCO technical documentation, procedures and forms.
9. Solve complex problems and quality issues with little or no supervision in a time efficient manner and at a nominal cost. Analyze and report technical, quality and commercial issues with specificity.
10. Travel to vendor and customers' facilities worldwide.
11. Other as assigned by Manager.

#### **IV – Knowledge, Skills, Education**

##### Knowledge, Skills, Education

1. M Tech or Bachelor of Engineering or diploma in Mechtronics, Electrical or Mechanical Engineering, or two year technical/Engineering degree with related experience.
2. Ability to represent the company professionally under all conditions.
3. Must have a high commitment to customer service, excellent communications skills and ability to relate to individuals at all organizational levels and all cultures.
4. In depth technical skills and working knowledge of materials and processes used in the manufacture of capital equipment.
5. Experienced technician with high degree of mechanical aptitude, adept at problem solving and decision-making with ingenuity and deference to business sensitivity.
6. Working knowledge of industrial heat processing equipment, temperature control technology and understanding of PLC controls.
7. Must possess ability to work autonomously, coordinate resources and delegate tasks effectively.
8. Working knowledge of Microsoft applications software and Windows based operating systems.
9. Ability to read mechanical, electrical and P&I engineering drawings.
10. Must be able to travel both domestically and Internationally 50% of the time with 3-4 week duration assignments at client locations.
11. 5-10 years of experience.
12. Excellent communication skills.
13. Experience in manufacturing environment.

#### **VI - Physical Demands**

##### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, hear and talk. The employee is frequently required to sit and use hands. The employee is occasionally required to reach with hands or arms, climb or balance, stoop, kneel, crouch or crawl.