



Department: Service
Job Title: Service / Application Engineer
Reports To: Service Manager
Position: Full Time / Exempt

Summary:

The Service / Applications Engineer is responsible for assisting with the repair of customer returned components, equipment and vehicles, performing the commissioning of new vehicles. And the handling of customer issues (either in person, through email, or over the phone). The primary focus areas will be working on application issues with customers, evaluating new products sent from Germany for US distribution, and optimizing the tools and process used in the Service area. This entails:

- resolving technical problems on existing Rausch products, acting as a technical liaison to the Design Engineers in Germany, and proposing Engineering Changes to products.
- writing, evaluating and modifying new and existing test strategies / procedures in order to reduce costs or improve product reliability.
- performing hardware and software evaluations on new products sent to the US to ensure that each product meets specifications and eliminating design problems before the customer receives the product.

Job Duties:

The Service / Application Engineer will:

- evaluate potential test processes for existing products, including test procedures, software, and equipment.
- Generate changes to reduce costs, improve product reliability, improve test repeatability, efficiency, or thoroughness, or to respond to test or product changes.
- determine any changes in the optimum architecture for the test environment and make appropriate design choices between the electrical, software, and mechanical domains.
- design (or specify), develop, implement, and document new test and troubleshooting equipment and software as necessary.
- make necessary changes to test, troubleshooting, and service procedures.
- act as a design liaison between the Service area and the engineers in Germany. Generate ECNs as necessary to improve product reliability, reduce cost, or respond to market changes, technical problems, product enhancements, or component obsolescence.
- perform electrical and software product evaluations for new products to determine that they meet or exceed all published specifications and have no inherent (design) problems, such as with tolerances or compatibility errors, which would impede integration / test.
- interface with Purchasing on parts compatibility and substitution issues on released products.
- assist Marketing, Sales, Integration and Test in the resolution of customer product problems.
- disassemble, test, troubleshoot, repair, reassemble and validate our CCTV pipe inspection equipment.
- complete and maintain appropriate service records, forms and logs.
- repair to the component level as required and have good soldering skills.
- be involved with the commissioning and training on vehicles including final stage testing.
- be able to travel as required, if on-site repairs are necessary.
- hold a passport (for traveling).
- perform internal processing tasks within the ERP / Service software system.



- be responsible for acquiring necessary material for the service department. Will work with Inventory Control personnel to ensure transactions are accurate.
- assist the customers in performing high level troubleshooting over the phone.
- perform other duties as assigned by supervisor or management as required.

Qualifications / Requirements:

The Service / Application Engineer will have:

- education: BSEE/BSEET preferred, associates in electronics or equivalent experience required. Studies to include courses in communications, programming, microprocessor interfacing, and digital and analog design.
- experience: One or more years of electronic design or test engineering experience preferred. Relevant experience should include digital, analog, and software design, and IEEE-488 and RS232 interfacing.
- strong problem solving abilities, attention to detail, initiative, and good written and verbal communication skills and presentation skills required.
- ability to read, understand and utilize schematics and drawings to troubleshoot equipment.
- ability to lift 75 lbs., pass drug test and back ground check.
- ability to maintain the confidentiality of customer information.
- maintain a valid driver's license.
- must be computer literate, proficient in Microsoft applications including MS Word, Excel and Access.
- CAD experience would be beneficial.

Skills Needed:

The Service / Application Engineer will have:

- good analytical and problem solving skills.
- an aptitude for mechanical problem solving.
- good customer service interfacing skills.
- ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- should be quality focused.
- be able to work autonomously.
- good work habits and work ethics, including regular attendance, teamwork, initiative, dependability, promptness, with a real empathy for the customer and willingness to learn.
- works in and behaves in an ethical and business appropriate manner.



Reviewed By: _____ Date: _____

Approved By: _____ Date: _____

Accepted By: _____ Date: _____

Date Posted: _____

Date Hired: _____