

# **Citizen Machinery UK Ltd**

## **JOB TITLE**

Applications Technician

## **REPORTING TO**

Applications Manager

## **JOB PURPOSE**

- Enable the company to provide an efficient and cost effective level of applications support, training and turn-key function on new and existing machine models, for both internal and external customer staff.
- Provide a high standard of technical support to the sales team in terms of machine demonstrations, machine setting and programming to meet customer's requirements & component cycle time calculation.
- Provide a high standard of technical support to our customers in terms of formal training courses, hands-on training, customer development and after sales support.

## **PRIMARY RESPONSIBILITIES**

1. Carry out machine demonstrations for customers as required by the Applications Manager. This includes setting up and programming the machine for either a customer's component, or for a standard test component. Operating the machine for the customer, explaining the key elements of the process clearly and concisely, and answering the customer's questions in a positive and helpful manner. This also involves accepting the lead of the sales engineer in the handling of the customer.
2. Prepare and prove machining methods and programs designed to provide solutions to customers' manufacturing problems. This involves working through the sales engineer involved and liaising directly with the customer.
3. Calculate accurate and realistically attainable cycle time estimates as required by the sales engineers. These estimates must make use of the full capabilities of the machine to achieve the shortest possible cycle times that are realistically attainable and sustainable in the production environment.
4. Visit customer sites throughout the UK & Ireland to provide machine set-up, prove-out, cutting and operator training as required either as part of a new machine sales contract, or as requested by the end user.

## **ADDITIONAL RESPONSIBILITIES**

1. Carry out installations as required by the Service Manager.
  - Install machines at customers' premises.
  - Install machines in Citizen Showrooms.
  - Checking machines are installed to the correct factory specification.
  - Notifying any shortages in the machine packing.
  - Testing the function and operation of machines to make sure they are safe to use.
  - Following Citizen Machinery UK's Health & Safety procedures, and all additional Health & Safety procedures relating to the installation site.
  - Reporting any serious problems encountered to the Service Manager or Applications Manager and to customers' staff as appropriate.

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- Liaise where appropriate with any Service Engineer assigned to the customer to ensure a consistently high standard of service to the customer.
- 2. Visit customers to deal with issues relating to the proper operation of installed machines.
- 3. Provide customers and dealers with telephone support in all matters relating to the successful operation of their machines.
- 4. Conduct training sessions on machine applications and operations for internal staff, groups of customers' staff or dealers on CMUK, dealer or users premises.
- 5. Study the features and functionality of new models and to attend manufacturers' training courses as required ensuring that a high standard of technical support is available for all new machines from the date of their launch.
- 6. Be involved in the development of training courses for new machines.
- 7. Provide any other technical support as may be required by the sales engineers, the service engineers or the Applications Manager.
- 8. Overseas travel may be required to assist dealer staff with machine set-up, programming or end user training at dealer premises or user sites.
- 9. Exhibition and in-house show support both in the UK and throughout our dealer network.
- 10. In addition to all of the above, the Job Holder must be prepared to carry out any other task that the company deems reasonable.

### **SKILLS & EXPERIENCE REQUIRED**

- A proven history / track record of working with machinery.
- Strong metal cutting knowledge.
- Knowledge of available tooling and cutting processes.
- Ability to work on own initiative.

### **ROLE DEVELOPMENT**

- Full product and application training will be given over an extended period.
- Develop ability to support through training in service and applications.
- Identify new ways of working, improve efficiency, reduce costs and maximise revenue potentials.
- Develop personally the Application Technician role with a view to self-achievement and personal growth.
- Continued Education and personal development.
- Optionally this role could lead to that of an Applications Engineer should the Applications Technician reach required level of competence.

### **EXPECTATIONS**

- It is expected that the Applications Technician will be self-sufficient in their ability to undertake the majority of the functions listed above within 6 months and more complex functions within 12 months. Regular reviews will be undertaken to monitor progress.