

Citizen Machinery UK Ltd

JOB TITLE

Applications Engineer

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, both in-house and at end users
- Provide a high standard of technical support to the pre-sales team as required, in terms of machine demonstrations, machine setting, time studies, process and tooling, including programming to meet the requirement of the sales engineers, dealers and customer requirements
- Provide a high standard of technical support to our own staff, dealers and customers in terms of formal training courses, hands-on training, skill development and after sales support

PRIMARY RESPONSIBILITIES

1. 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
2. Support dealers throughout our territories, to provide machine set-up, prove-out, cutting and engineer training as required, to include new and existing models of Citizen machines
3. Support the European Sales Manager with dealer requests as required
4. 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

ADDITIONAL RESPONSIBILITIES

1. Carry out machine demonstrations for dealer staff and customers as required. 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 dealer / customer, explaining the key elements of the process clearly and concisely, and answering the dealer /customer's questions in a positive and helpful manner. This also involves accepting the lead of the sales engineer in the handling of the dealer / customer
2. Calculate accurate and realistically attainable cycle time estimates as required by UK and European 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 in the production environment.
3. Carry out installations as required by the company:
 - 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

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- 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 correct person and to customers' staff as appropriate
 - Liaise where appropriate with any Service Engineer assigned to the customer to ensure a consistently high standard of service to the customer
4. Visit customers to deal with issues relating to the proper operation of installed machines
 5. Provide customers and dealers with telephone technical advice and support in all matters relating to the successful operation of their machines
 6. 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
 7. Be involved in the development of training courses for new machines
 8. Provide any other technical support as may be required
 9. Overseas travel will be required to assist dealer staff with machine set-up, programming or end user training at dealer premises or users, including factory training
 10. Exhibition and in-house show support both in the UK and throughout our dealer network
 11. 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 in an applications role or similar
- Strong metal cutting knowledge, including available tooling and cutting processes
- Ability to plan the manufacturing processes for a finished component
- Ability to work on own initiative, as well as part of the team

ROLE DEVELOPMENT

- Full product 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 the Application Engineer role with a view to self-achievement and personal growth
- Supporting the growth of new or developing Application Engineers and Application Technicians

EXPECTATIONS

- It is expected that the Applications Engineer will be self-sufficient in 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
- It is expected for the individual to be representative of the high corporate standards and ethics of the Citizen Group, in terms of conduct, presentation, punctuality, time keeping, honesty and respect towards fellow workers, suppliers and customers, both in and out of contractual working hours and on social media