

**Job Title:** Field Applications Engineer  
**Location:** Scottsdale, AZ, USA  
**Department:** Operations  
**Reports To:** Manager, Technical Support  
**Prepared Date:** February 8, 2018

**Full-Time**       **Part-Time** /       **Exempt**       **Non-Exempt**

### Summary

Provides pre-sales and post-sales technical support for the development and implementation of complex products/applications/solutions. Uses in-depth product hardware, software and applications knowledge to provide technical expertise to sales staff and the customer through sales presentations, assistance with proposals and product demonstrations. Provides technical expertise to in-house Engineering and Product Management resources to facilitate and expedite resolution of issues to reduce time to market. Individual may project manage specific issues and integrations, as needed. Needs to convey customer feedback to technical design and engineering staff.

### Essential Duties and Responsibilities

- Assist the sales staff in assessing potential application of company products to meet customer needs
- Assist sales staff with product demonstration
- Perform installations and post-rollout training for customers on the operations and features of the application/solution
- Disseminate customer technical requirements to product management and sales staff
- Interfacing with Tech support, Product Management, and Sales to resolve customer issues
- Conduct field testing and product set-up
- Conduct product training to internal and external customers
- Prepare detailed specifications for the development and implementation of customer applications/solutions
- Assist users with product capability assessment and validation
- Identify appropriate software technologies and support solutions for problem resolution
- Set customer expectations and keep appropriate parties informed of progress
- Provide follow-up testing, troubleshooting and performance tuning as necessary
- Other related duties as assigned by Management and/or Executive Team
- Travel domestically and internationally up to 30%

### Supervisory Responsibilities

- This position does not supervise direct reports

### Education and/or Work Experience Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

### Education and/or Experience

- Bachelor's degree in Engineering or related field
- Minimum 5 years' experience in the GPS or related industry
- 5+ years' Applications Engineering experience preferred
- Hardware and Software experience
- Well-travelled and comfortable with International customers from a wide variety of cultures

### Practical/Technical Skills

- Ability to develop and deliver technical presentations
- Field testing and scientific data collection skills

- Sr. level customer interfacing/presentation skills
- Precision GPS, RTK, Communications and Systems integration skills

**Computer Skills**

- Excellent computer proficiency (MS Office – Word, Excel and Outlook)
- Internet search processes and research abilities
- Specialized software analysis tools as required

**Certificates, Licenses, Registrations**

- N/A

**Language Skills**

- Excellent communication and written skills in English
- Knowledge of additional languages an asset

**Reasoning Ability**

- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables
- The individual is required to select from professional and scientific principles to address differing and variable situations.

**Other Skills and Abilities**

- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external customers
- Excellent attention to detail
- Ability to work well within a team.
- Ability to travel extensively to current and potential clients
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices
- Ability to work with minimal supervision
- Ability to handle high level of confidentiality regarding product information
- Excellent planning, time management, communication, decision-making and organizational skills