



JOB DESCRIPTION

<i>Position Title</i>	Application Specialist
<i>Position Reports to</i>	Director of Field and Technical Services
<i>Type of Position</i>	Full-time
<i>Position Summary</i>	<p>Responsible for Technical Product & Service Application Support and Service Project Management. These activities include pre-sale technical presentations and/or providing customer with responses to technical inquiries regarding product and service applications. Understanding customer's requirements and incorporating technical knowledge to specific company products or service capabilities. Demonstrate effectiveness of product or service and explain how the product or service is an ideal technical solution to meet the customer's requirements. Provide post-sales Project Management and Product Application support for proper installation, start-up, and troubleshooting any problems with the project or service. Resolve issues and document issues that require follow-up.</p> <p>Disciplines include Odorization, Heat, Measurement, Pressure & Flow Control, Pipe Tooling, and Repair & Safety Products</p>
<i>Primary Responsibilities</i>	<ul style="list-style-type: none"> • Technical Support for key company product lines with initial emphasis on the Odorization, Heat, Measurement, Pressure & Flow Control, and Kleiss Product Lines • Make frequent visits with or without Regional Sales Managers to customer sites to promote and technically support key product lines. • Develop a clear understanding of the products to properly specify, size, and apply the technology to best meet the customer's requirements. • Assist in the development of technical sales proposals. • Develop a strong working relationship with principles to leverage both companies' capabilities to successfully promote and support product and service offerings. • Technical support with inside sales on large bids or proposals. • Train and develop (transfer of knowledge) others in the group to establish strong consistent knowledge base across all application specialists. • Establish project objectives, procedures, and performance standards within boundaries of company policy and contract specifications. • Initiate and maintain liaison with customer and company contacts to facilitate project activities. • Monitor and control project through administrative direction of on-site technicians to ensure project is completed on schedule and within budget. • Represent company in project meetings and attend strategy meetings. • Work with contract administrator to manage financial aspects of contracts to protect company's interest and simultaneously maintain good relationship with the customer. • Formulate reports concerning such areas as work progress, costs, and scheduling. • Create scope of work and project details for the planner to assign technicians and scheduling of projects. • Coordinate as required internal and external resources to ensure product, labor, and equipment is ready at project commencement. • Keep appropriate personnel advised of work status, workload, progress, and issues as related to assigned projects.



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<i>Qualification/ Knowledge/ Skills Required</i>	<p>This position requires a complete understanding of the company's technical products and services. In addition, employee must have exceptional problem-solving, and written / verbal abilities to interact in person, electronically, and over the phone with customers, field sales, and with entry-level to upper-management personnel inside and outside our company.</p> <ul style="list-style-type: none">• College Degree – Bachelor's Degree – Engineering / Business• Project management skills with ability to bring projects from concept to completion• Strong communication skills• Strong focus on detail & organization• Ability to actively learn and understand technical product lines and applications• Ability to self-motivate• Ability to multi-task• Ability to work independently• Ability to adapt to change• Ability to manage time effectively, set priorities, and meet deadlines• Strong computer
<i>Resume Submission</i>	Email to: hr@mulcare.com