



Job Title: Application Engineer

Department: Product Management

Reports Direct: Category Manager

Location: Peterlee, Durham, SR8 2SW

Job Purpose

Job Type:	Permanent, full time
Hours:	38 hours per week, Monday to Friday (Some flexibility available for start/finish times)
Start Date:	ASAP

As an Applications Engineer, you will support the management of products during the life cycle in conjunction with the category manager. You will be the internal authority of specific product portfolios and their applications and deliver a strong customer experience by providing product support, understanding the issues that surround the product portfolio and providing resolutions in line with customer expectations.

Responsibilities

- Provide a high level of product portfolio support.
- Product maintenance: Ensure published product portfolios' data is current and accurate and ensure the products' functionality meets their intended

purpose of use.

- Product improvement and life cycle product management.
- Produce marketing, sales, and support materials.
- Distributor and customer support at a Tier 2 level
- Attend exhibitions, workshops, seminars, and trade shows – build a strong relationship with the end user, delivering technical support, and conducting technical presentations.
- Provide online and face to face product training, product application, guidance, and product support internally and externally to customers.
- Liaise across all departments within the company to deliver a valid and relevant solution - ensuring customer satisfaction is achieved in a timely manner.
- Provide analytical data for the product management, engineering, and project teams.
- Travelling internationally, potentially up to 6 international visits per year, supporting our global distributors.

KPIs

- Achievement of personal objectives set by line manager, supporting the overall objectives of the business.
- Achievement of department KPI's, specifically relating to Unit sales performance and “Customer Experience” metrics.
- Effectively working as a member of the Category Management team.
- Supporting NPD and project delivery timescales
- “Customer experience” metrics

Knowledge, Skills, and Experience

15-18 Bracken Hill, South West Industrial Estate, Peterlee, County Durham, SR8 2SW, United Kingdom
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seaward.com

Required

- Previous life cycle management experience is desired.
- Experience in providing first and second line product support is desirable but not essential.
- A background in the test and measurement device sector will be considered an advantage but is not a necessity.
- Must adopt a customer centric approach.
- Demonstrates an attention for detail.
- Ability to communicate in a professional manner across different levels of a business and to a global customer base.
- Excellent organisational and prioritisation skills.
- Excellent data analysis skills.
- Able to work under pressure and to tight deadlines.
- A background in the test and measurement device sector will be considered an advantage but is not a necessity.
- Good IT skills which include MS Office.

Qualifications

- A HND, Degree or above in Electrical Engineering / Biomedical science or related discipline.

Benefits

- Company performance bonus paid quarterly.

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- 5 weeks holiday per annum (increasing with service).
- Birthday leave – 1 day off to celebrate.
- Enhanced maternity, adoption, and paternity pay.
- Company health cash plan.
- Company pension scheme.
- Death in service benefit.
- Free parking.
- Free tea, coffee, juice, toast, fruit, biscuits, and jacket potatoes.
- Long service Awards.
- Cycle to work scheme.
- Christmas savings scheme.
- Team events.
- Friendly, clean, modern working environment.
- Supportive teams.
- Training and development opportunities.

If you want to be a part of our team please send your CV and a covering letter by e-mail to wendyc@seaward.com

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