

JOB DESCRIPTION

Job Title: Applications Engineer/Specialist– Brockville, ON location with possible remote work

Department: Engineering

Reports To: Engineering Manager

Overtime Status: Varies by location

Date Issued: November 2022

SUMMARY:

The Applications Engineer reviews client specifications and information provided by sales to provide project cost estimates for a scope of work that meets the clients' requirements and Newterra's practices. They work with the sales team to understand the opportunity and ensure the proposed scope and cost estimate positions Newterra with the best opportunity to win the work.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Support the sales team in responding to customer inquiries, providing technical assistance, costing, proposals, documentation, and clarifications with respect to Newterra's offering as appropriate.
2. Identify new products and services aligning with targeted segment and client needs.
3. Support the sales team in negotiating contracts including payment terms, production, logistics, services, etc.
4. Review customer inquiries and specifications for water treatment systems.
5. Provide preliminary engineering design to determine form, fit and function of product based on engineering knowledge combined with customer specifications.
6. Determine feasibility and suitability of the design and related equipment while balancing the technical and commercial pros and cons of various treatment options.
7. Create vendor inquiry packages to obtain project related costing for selected components.
8. Prepare preliminary and final cost estimates using internal tools and vendor quotations.
9. Manage bid submissions to the sales team, ensuring cost accuracy and full compliance with contractual requirements at the lowest possible cost.
10. Liaise between various departments including engineering, project management, purchasing and production for technical assistance in developing concepts and processes and for project order handoff.
11. Timely, accurate, complete, and organized delivery of information and material to sales, market channel partners, customer prospects and existing clients.
12. Provide prompt, appropriate, and accurate responses to internal and external customers.
13. Other duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES:

The information listed above is not comprehensive of all duties/responsibilities performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

- Participate in meetings as required for projects and other organizational requirements.
- Continue to improve tools to increase efficiency in job function.
- Responsible for performing duties in a safe manner and promoting safety to others in accordance with Newterra's safety policies and procedures. This includes reporting all safety concerns, near-misses, and incidents.
- Adhere to the company processes as detailed in Newterra's online systems and programs and bring forward ideas for continuous improvement.
- Responsible for completing all assigned training applicable to the position in the appropriate timeframe.
- Complete all responsibilities while ensuring adherence to Newterra's Delegation of Authority.

MINIMUM QUALIFICATIONS:

- University or Bachelor's degree in Engineering.
- Licensed Professional Engineer in the state/province
- 2-5 years' work experience designing or costing water treatment equipment.
- Experience designing MBR, groundwater remediation, media filtration, reverse osmosis, ultrafiltration, or ion exchange systems.
- Experience setting and managing project budgets.
- Competent in Microsoft Office to include Word, Excel, PowerPoint, and Outlook.
- Travel may be required. Must have valid passport and driver's license.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Effective communicator and cross functional collaborator.
- Sound judgment, capable of establishing credibility with management team and direct reports.
- Strong active listening skills and the ability to comprehend and respond in an effective manner.
- Goal oriented and result driven.
- Excellent attention to detail.
- Responsive, with consistency, quality, and speed in all correspondence.
- Ability to work collaboratively with others to achieve a common goal.
- Self-motivated with a positive attitude.
- Strong written and oral communication skills.
- Excellent critical thinking and problem-solving skills.

PHYSICAL DEMANDS:

Regularly required to sit for prolonged periods; required to stand, walk, and use business equipment daily such as a computer, copier, telephone, etc.; occasionally required to reach overhead, bend, and lift objects of up to 15 lbs. Complex thinking and analysis required with the ability to convey complex information clearly and concisely.

WORK ENVIRONMENT

Generally, works in office environment, however, may be required to visit client sites and be exposed to indoor or outdoor industry specific elements.

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