



ELECTRICAL APPLICATION TECHNICIAN

Job Title: Electrical Application Technician
Department: Engineering
Reports To: Service Program Coordinator
FLSA Status: Non Exempt

SUMMARY

The Electrical Application Technician at Test Products will work closely with management to provide efficient and timely technical assistance to assigned customers. They will work with the Electrical and Mechanical designers to install, validate, troubleshoot, and service test equipment as needed. They will coordinate this work with the Project managers and their supervisors. They must have both a mechanical and electrical technical aptitude.

POSITION TYPE/EXPECTED HOURS OF WORK

This is a full-time position. Standard days and hours of work are Monday through Friday, 7:00 a.m. to 3:30 p.m. However, the Electrical technician is expected to dedicate the time required to meet the company's strategic plan. When outside the office, the Technician will work the hours required by the customer.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- **Must** be willing to travel in the U.S., Canada, and Mexico
- **Must** have a valid passport
- Acts as a safety leader and puts safety first in all responsibilities.
- Understands customer requirements relating to problems to products and equipment.
- Services customer equipment, where applicable, to maintain optimum performance of the test equipment.
- Instructs customers on how to use and service Test Products' equipment.
- Identifies test equipment problems and ensures that they are properly communicated to the appropriate staff representatives.
- Maintains accurate and timely reports on work activities and time utilization.
- Participates in the installation, setup, start-up, and validation of new test equipment.
- Provides input, as requested, into the design, installation and start-up of test equipment manufactured by TPI
- Responsible for setting up their own travel arrangements when necessary.
- Works on special projects as assigned to assist design engineers, and other TPI employees.



- Establishes and maintains effective relations with customers, sales personnel, and internal staff personnel.

QUALIFICATIONS

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Be able to provide training on software and hardware products for customers.
- The primary product line service responsibility will be testing products with potential additional service responsibility.
- Experience with industrial and automotive electronics including wiring, controls, serial communications, and network configuration.
- Provide repair services on products.
- Install new products and assure they meet desired customer expectations and application needs.
- Provide technical support both in person and via phone/computer.
- Train new personnel within the organization and representative organizations.
- Produce written reports and documents as required in a timely manner.
- Organize and manage all administrative functions which include but are not limited to: submitting paperwork at appropriate time intervals communicated by management, work with our service coordinator to schedule travel well in advance to group customers together to manage travel costs, update any and all changes for customer contacts to maintain accurate customer information.
- Responsible for the handling and transportation of tools and equipment used during visits to customer's job site.

REQUIRED EDUCATION AND EXPERIENCE

- Associate Degree in Electrical Technology, Computer science or equivalent technical degree or equivalent experience.
- 2 to 5 years' experience in automotive electronics technology or related electronics service field.
- Experience installing products/systems with both hardware and software components.
- Strong customer service skills and demeanor.
- Basic wiring design capabilities.
- Good "hands-on" electrical and mechanical skills.
- Able to perform in high-pressure situations, as a system being down is high priority for customers.



TRAVEL

Travel requirements are 30 – 40% of job. Mostly local/domestic day trips, but some weekend or weeklong trips out of state or to Canada / Mexico.

LANGUAGE SKILLS

Effective ability to communicate orally or in written form effectively with co-management, customers, and employees as needed.

REASONING ABILITY

Demonstrate the ability to anticipate and solve practical problems or resolve issues.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Individuals may need to sit or stand as needed. May require walking primarily on a level surface for periodic periods throughout the day. Reaching above shoulder heights, below the waist or lifting as required to file documents, up to 25 lbs., or store materials throughout the workday. Proper lifting techniques required.

The performance of this position will require exposure to the manufacturing areas where under certain areas require the use of personal protective equipment such as safety glasses with side shields, hearing protection, safety vests, and appropriate footwear. Primary environment: ambient room temperatures, lighting and traditional office equipment as found in a typical office environment.

Printed Name

Date

Signature