



Job Title: 'Transonic Inside' Applications Engineer	Department:	Engineering
Reports to: Director of Meter Engineering	Division:	Ithaca, NY
Hours: Full-time – 40+ Hrs/week	Rev Date:	07-19-2021

Primary Function

The 'Transonic Inside' (TI) Applications Engineer position is an essential part of Transonic's OEM business and supports a diverse group of innovative clients in the medical device space that wish to add or already have Transonic capabilities inside their devices. The position is integral to client relations for a large section of our business and good communication and project management skills are critical. The position is a vibrant and constantly flexing one with broad opportunities for engagement; there is huge growth potential in this position. This position will oversee and manage the TI co-engineering and customer relations throughout the entire TYI product lifecycle, including and not limited to:

- Provide product information and support to potential new clients via email, skype and on-site client meetings to convert new leads to a TI co-engineering project
- Application support with the customer when a TI demo product is delivered for evaluation, with scoping of the customer's TI needs, and demo unit application troubleshooting as needed, and co-developing with the customer their user requirements document
- In conjunction with Transonic Engineering and R&D, develop Project Plans, time estimates & quotes for new clients
- Represent the client's needs when Transonic executes the TI design, verification, and validation for new and existing TI client projects
- Support established OEM clients with their customer service needs, delivery dates, on-site audits, etc.
- Travel to tradeshow occasionally

The position receives direction from the executive team, works closely with Engineering and R&D for product development, with Customer Service and Manufacturing for TI product deliveries, with Quality and Manufacturing Engineering on complaint handling, and works closely with the OEM Marketing Lead on account retention strategies and market development.

Duties and Responsibilities

Existing Customer Support:

- Support existing OEM customers through calls, visits at their company and onsite at Transonic and supply customers with information on their projects and products.
- Work with existing customers to gather expectations, forecasts, ship dates, etc. and follow up with various stakeholders to ensure that the customer's needs are understood throughout the company and that their needs are being met.



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- Work with Engineering Department, Manufacturing Engineering and Manufacturing to implement and manage changes to existing products.
- Spark current customers to expand their existing products with innovative new parameters and possibilities
- Help marketing with account retention strategies

Market Development:

- Work with marketing lead to assist in collateral development (blogs, handbooks, brochures, etc) to support domestic and international sales/marketing efforts
- Provide input to product development team based on market demand and customer feedback
- Serve as Product expert at trade shows and other industry events to support marketing

New Customer Development:

- Participate in key sales situations for the products/projects – travel to customer sites or host customers onsite at Transonic, develop meeting plans and agendas, gather customer's initial user needs
- Develop highly customized sales quotes and contracts.
- As needed, set up prototype board/sensor/tubing benches and mockups at Transonic, to do quick concept tests and de-risking tests to determine project feasibility, and/or support customers at their site to perform feasibility testing and TI specifications development
- Build project plans and GANNT charts through Celoxis and use other development and scheduling tools
- Work with Quality, Engineering and Manufacturing to troubleshoot application-specific inquiries
- Interface extensively with marketing/sales, technical support, inventory control, manufacturing and R&D to assure customer needs are met and that product performance is within Transonic's gold standard
- Perform other work-related duties as requested, directed, or assigned by management

Education and Experience

- Bachelors' degree in Biomedical Engineering, Software or Electrical Engineering
- Good knowledge of process or automation engineering, GMP or GAMP is a plus
- Strong project management experience

Knowledge, Skills and Abilities



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- Must have outstanding written and verbal communication skills including presentation and training competency
- Must have demonstrated skills in the MS Office Suite (Word, Excel, Outlook and PowerPoint)
- Excellent interpersonal skills and ability to be a team player
- Ability to establish and maintain excellent rapport and credibility with potential customers, existing customers and other industry contacts
- Ability to be creative and innovative to assist in growing our OEM business
- Must be dynamic, upbeat and flexible with the ability to work in a fast-paced, diverse team environment

Supervisory Responsibilities

- No direct reports

Physical Demands and Work Environment

- Work environment is an open office & cubicle setting
- Position primarily requires sitting, standing, walking, stooping, reaching and talking in an office environment
- Must adhere to safety requirements
- Corrected vision is required
- Must be willing to travel domestically and internationally to tradeshow, conferences and interact with potential/active customers.
- Traveling, lifting and demonstrating equipment are essential elements of this position

Disclaimer: This Job Description is not intended to be all-inclusive and may be subject to change to include new responsibilities and tasks or change existing ones as management deems necessary to meet the ongoing needs of the company.