

**JDPRG004-U**

**JOB DESCRIPTION: TECHNICAL SUPPORT ENGINEER**

**REPORTS TO: APPLICATION ENGINEER MANAGER**



**GENERAL EMPLOYEE REQUIREMENTS:**

- The incumbent is expected to meet quality work standards, and work in conformity with all company policies, guiding principles, standard procedures and work within the scope of the law.
- Must utilize effective interpersonal communication and teamwork approach and demonstrate positive customer relations skills. Must have the ability to work effectively with others and to follow directions of supervisor.
- Must be fully familiar with and have the ability to comply with all safety requirements of respective position such as knowledge of safety rules and policy and evacuation procedure.

**JOB RESPONSIBILITIES:**

- Provide technical support to Account Manager, Customer Service and Production Planning groups in both pre-sales as well as post-sales activity.
- Prepare drawings and 3D models for Account Managers and/or customers as required
- Maintain timely communication with the Account Manager group, Customer Service group, the Production Planning group and the Quality group.

**WALVOIL FLUID POWER CORPORATION**  
HEADQUARTERS

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- Develop and maintain quality relationships with customers, WFP departments and Walvoil S.p.A. contacts

#### **JOB DUTIES:**

- Maintain proficiency for the application of Walvoil components and systems.
- Ensure that all technical information concerning customers and markets is communicated to critical WFP Departments and well as Walvoil S.p.A. when needed.
- Effectively communicate with all departments within Walvoil Fluid Power and Walvoil S.p.A
- Aid in the development of and implementation of plans, policies, and procedures.
- Promote safety, practice safe work habits, and comply with safety policies at all times.
- Complete assigned tasks and reports in a timely manner.
- Prepare for and actively participate in all departmental meetings.
- Maintain a friendly "Service" oriented philosophy with co-workers, other departments and customers.
- Practice and promote good housekeeping measures and support all company efforts to comply with OSHA and environmental regulations.
- Maintain continuing knowledge of and familiarity with computer software and upgrades utilizing Company provided training or through continued education courses offered by schools or organizations.
- Perform all other duties as assigned.

#### **JOB REQUIREMENTS:**

- Required a 4-year college degree (BA or BS), Mechanical Engineer degree preferred.
- Required 1-2 years' experience in technical support or a related position preferred.
- Mechanical aptitude and interest mandatory for job success.
- Effective communication skills are mandatory. Must possess proper command of English language, written and oral.
- Must have a strong working knowledge of CAD 3D (such as SolidWorks) and Microsoft Office (Word & Excel)
- Ability and willingness to work flexible hours and extra time on an as-needed basis.
- Positive attitude and ability to manage multiple projects while communicating to different groups is mandatory.
- Ability and willingness to perform hydraulic tests in feild, lab, or production environment.

#### **PHYSICAL JOB REQUIREMENTS:**

- While performing the duties of this job the employee is required to stand
- The employee must regularly lift and move up to 10 pounds, frequently lift and move up to 25 pounds, and occasionally lift and move up to 50 pounds. General lifting and moving is usually from work bench to cart.
- Travel may be required. Schedules occasionally require weekend travel.



- Travel is normally by commercial airlines. Local or nearby travel will use company-owned, personal or rented vehicles vans and operator must possess valid driver's license and meet insurance company's requirements.
- Must have dexterity to manipulate the tools to perform the job (computer, hand tools, pneumatic tools)
- Required to talk and hear to perform job duties

**WORK ENVIRONMENT JOB REQUIREMENTS:**

- Due to travel, environmental conditions can be uncontrolled. Conditions may be outdoors with exposure to outside temperatures, poor lighting. The natural elements, such as pollen, high or low humidity, and dust are usually present.
- Mobility inside our 50,000 square foot facility required.
- 100 % of the normal workday will be inside of our climate controlled facility.

**GENERAL:**

This job description is not exhaustive and cannot anticipate all possible duties and requirements. Duties and requirements are also subject to change just as the products developed by this company are subject to change. Flexibility on the part of the employee as well as the company is therefore of utmost importance.

