

HARPER INTERNATIONAL

POSITION DESCRIPTION

The Position Description is the tool used by Harper International to communicate and clarify the essential job functions, establish the basis for performance expectations, and identify training needs for each position.

Part I - Reporting Structure

Date of last revision: September, 2012

Department: Applications Engineering

Job Title: Applications Support Specialist

Reports To: Applications Mgr

Status:

Completed By: Applications Mgr/HR Manager

Part II – Position Objective

Provide innovative process and technological solutions to support the sale, design and manufacturability of custom capital furnacing equipment, subsystems and integrated systems.

- ⇒ Review & interpret drawings in order to develop effective solutions for retrofitting existing equipment & enhancing customer processes
- ⇒ Translate customer requests into practical, cost effective solutions.
- ⇒ Work with internal engineering resources to develop technical solutions.

Part III – Job Responsibilities

Primary Duties

1. Interact with Sales to understand & evaluate client specifications/requirements.
2. Coordinate with sales to prepare proposals inclusive of all necessary specifications / information.
3. Conceptualize designs and develop innovative solutions to enhance existing in-house technology.
4. Provide the coordination between Sales, Applications, and Engineering to accommodate customer specifications and provide technical solutions.
5. Create and adjust drawings as needed to ensure conformity with intended scopes of supply.
6. Work with outside vendors to establish ancillary equipment requirements for systems based projects.
7. Utilize ERP system and work with estimator to provide accurate budgetary estimates.

Collateral Duties

1. Provide sales with the necessary support to secure contracts
2. Interact with clients on a professional level to ensure customer specifications are met.
3. Prepare the technical portion of sales contracts (SORM Preparation); this is required to ensure a smooth transition of project responsibilities between sales and engineering.
4. Must be willing to travel both domestically & internationally

IV – Knowledge, Skills, Education

1. Associates Degree in related field with 7-10 years applicable experience or Bachelors Degree in Engineering field with 2-3 years applicable experience.
2. Ability to work well under time constraints in order to meet deadlines and client expectations.
3. Experience with Autocad or similar design software and ability to read and interpret drawings.
4. Requires general understanding of mass & heat balance, heat transfer, high temperature materials, and equipment sizing principles.
5. Knowledge of PFD and P&ID principles.
6. High degree of technical depth and creativity
7. Proficient with Microsoft Excel and Word
8. Good written communication skills.

V - Physical Demands

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.

While performing the duties of this job, the employee is regularly required to walk. The employee is frequently required to sit, use hands, reach with hands and arms, talk and hear. The employee is occasionally required to stand, stoop, kneel, crouch or crawl.