

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: June 2012

Job Title: Technical Support Engineer

Completed By: Operations Mgr

Department: Service

Reports To: Operations Manager

Status: Exempt

Part II – Position Objectives

Provide technical support to internal departments, customers, collaborating companies, consultants and suppliers for the design, manufacture, assembly, installation, commissioning, warranty and service of a wide range of high temperature materials processing equipment.

Serves as the collaborative “hub” for communicating, coordinating and managing technical, quality, warranty and service activities.

Part III – Job Responsibilities

Essential Duties

1. Collaborate w/others to diagnose & correct product or performance issues.
2. Act as a point of escalation for technical issues
3. Develop, communicate and manage the flow of technical manuals, instructions, procedures, test plans, inspection forms and QA documents to support the design, manufacture, installation, start-up, commissioning and service of Harper equipment
4. Develop and communicate technical descriptors, planning, scheduling, progress reporting, and other documents to internal and external customers.
5. Interface with engineering, manufacturing, service and suppliers to support, assist and train customers during installation, start-up, operation, warranty, maintenance and service activities.
6. Participate as a team member on multi discipline projects and clearly comprehend and understand Harpers equipment and systems from concept to commissioning to effectively provide technical support to others.
7. Create project deliverable documents such as training manuals, O&M manuals, project status charts, etc...
8. Manage configuration management of drawings and information flow to customer and partner companies/suppliers.

IV – Knowledge, Skills, Education

1. Education: BS Engineering Degree with 4-6 years experience in an Engineering / Product Development workplace.
2. Must be proficient in Microsoft Office to level of creating professional quality documents that incorporate visual content in the form of photos, screen shots, and flowcharts.
3. Other desirable experience: Microsoft Project (or other scheduling programs), Microsoft Visio (or other flowcharting programs), other document preparation / publication programs.
4. Ability to present complex information in a clear and concise manner.
5. Good technical writing skills.
6. Strong technical background to understand inter-relationships of various subsystems and the ability to anticipate customer needs.

V- Work Environment

1. Office environment with regular interfacing with manufacturing facility personnel. Occasional travel.
2. Interaction with mechanical, electrical and chemical engineering professionals
3. Interaction with specialists in design, fabrication, installation, and commissioning of high temperature materials processing systems

VI - 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 talk and hear. The employee is frequently required to sit and use hands. The employee is occasionally required to stand or walk.

Employee must use computer, copiers, camera, and visit plant in performance of job function. Employee is required to inspect, observe, and photograph equipment in production on plant floor, or at subcontractor's facilities.

Employee is required to travel to customer and subcontractor sites for purposes of presentations and project coordination.