JOB DESCRIPTION

Job Title: Technical Application Engineer Reports to: Solution Delivery Manager
Location: Davidson, NC Department: Professional and Managed Services
Job Grade: FLSA Status: Exempt

Summary job description

Develop software solutions for clients leveraging as many products sold by InSource as possible. Plan for and execute the installation and configuration of AVEVA products. Develop and/or troubleshoot client applications. As experience increases, prepare technical specification and delivery documents. The work assigned is often in support of application solutions which have included information/data acquisition, reporting systems, manufacturing execution systems that include Downtime, OEE, and Quality, Energy systems, and include plant floor automation connectivity. Responsibilities include software solution architecture, design, development, their support, as well as internal and in support of client facing application and systems consulting.

Essential job functions

- Work independently and as part of a project team to provide technical services for clients that include:
    - Installation, configuration, troubleshooting
    - Solution development and deployment services
    - Technical documentation of deployed solutions
- As experience and proficiency is gained, additional work will include:
    - Technical discoveries
    - User requirements definition
    - Technical presales support services
    - Visualization, web, and report development services
- Engage directly with our consultants and clients via telephone, email, virtual meetings and on-site as required
- Serve as Technical Team Member during clients requirements analysis meetings and interviews to collect project business and technical information and then support the Project Manager or consultants in generation of the base document and technical estimate
- Provide technical input for client engagements exploring improvements via process changes supported by technical solutions
- Develop and provide technical leadership to implement solutions by configuring product applications and customizing them to project needs
- Develop a trusted advisor status through ongoing relationship development and assistance to project client accounts

12/2022

Minimum job requirements

- **Education:**
  - BS Degree in Computer Science or Engineering disciplines or equivalent demonstrable skill acquisition combined with work experience

- **Recent Experience/Skills:**
  - Experience with Industrial SCADA Software. Aveva/Wonderware software preferred but not required. Minimum 3 years' experience.
  - Experience with Windows Server platforms
  - Experience with Relational Databases design/implementation experience providing database served reporting and analytics in Windows environments
  - Experience in converting Requirements, Design, and Technical Specification documents including data-based systems and data integration into functional applications

- **Preferred Skills:**
  - Exposure to or experience in solution development with Wonderware (or competitive) core and advanced products that include System Platform components like App Server, Historian, Edge, InTouch, OMI, etc.
  - Exposure to SCADA/HMI data sources
  - Familiarity with OPC, MQTT and other industrial communication protocols.

- **Demonstrated Traits:**
  - Excellent interpersonal skills; ability to communicate effectively with clients, if called upon
  - Systems thinking, analytical, and troubleshooting skills
  - Detail oriented
  - Organizational and follow-up/through skills
  - Self-Starter desiring to learn and be challenged technically and in understanding product/process applications to the client environment
  - Proven success in taking initiative to plan for and resolve issues
  - Willing to travel and work interdependently in a remote setting (about 50% overnight)

Supervisory Responsibility: none

Work Conditions: General office or home office environment and customer manufacturing site visits. May require standing, walking, climbing stairs, light lifting, sitting, etc. Some elevated noise levels exposure. Up to 30% overnight travel required.