



JOB OPPORTUNITY

POSTING DATE: June 14, 2006
DEPARTMENT: Engineering Solutions
REPORTS TO: Director, Engineering Solutions Group
JOB TITLE: Project Engineer
HOURS: 1st Shift, Monday-Friday

PURPOSE:

Responsible for translating the technical needs of our client base through direct field support, troubleshooting and problem resolutions into profitable solutions. This person will be required to participate in pre and post-sales activities as a subject matter expert and project manager.

RESPONSIBILITIES:

- Translate customer technical requests and specifications into sales solutions.
- Provide on-going engineering support to assigned customer base.
- Visit customer sites to provide pre-sale technical reviews, sales support, and problem resolution activities.
- Develop technical presentations and roadmaps for use in pre and post-sales activities.
- Reactively support urgent customer requests and problem reports.
- Lead customer problem resolution activities within our facility.
- Manage ECO and corrective action programs for customer base.
- Develop and produce reports on customer problems, technical issues, and enhancement opportunities.
- Serve as project manager for new project engagements within the Engineering department; for customer installations and program rollouts..
- Maintain a thorough knowledge of PDSi products and services and industry trends.
- Support internal engineering and product management functions by communicating customer needs and industry trends.
- Play an active role in industry standards organizations and industry trends.

QUALIFICATIONS:

Bachelor's degree in electrical engineering, computer science or related fields required. Masters degree preferred. Industry technical certifications desired. 5 – 7 years experience providing direct engineering support to a client base in the computer or communications industry required. Customer service oriented. Knowledge of computer systems, networking, telecommunications, hardware design, operating systems, and application software desired.