



Swagelok Louisiana

## Job Description

<b>Position Title:</b>	Application Engineer	<b>Location</b>	Baton Rouge, LA
<b>Department:</b>	Engineering	<b>FLSA Status</b>	Exempt
<b>Reports to:</b>	Engineering Manager	<b>Last Revision:</b>	July 2023

### About Swagelok Louisiana

Swagelok Louisiana provides critical fluid system products, assemblies, training, and services to customers in a variety of markets including oil & gas, refining, chemical, midstream, power and transportation industries. We are the independently owned and authorized sales and service center for Swagelok® in Louisiana and portions of Mississippi. Swagelok Company is a \$2 billion, privately held company, headquartered in Solon, OH. Swagelok® designs, manufactures, and delivers an expanding range of the highest quality fluid system products and solutions.

### Position Summary

We are recruiting an Application Engineer (“AE”) for our Engineering Solutions and Services department. Our Solutions fabrication business is one of the fastest, most innovative components of Swagelok Louisiana, providing unique solutions to different customer applications in various industries. This position interfaces directly with the customer by determining their needs from sketches, preparing a quote with CAD drawings, and guiding customers through the assembly/production phase.

The AE works closely with the Sales, Operations, Engineering and Custom Solutions teams to win new business and be a technical authority of Swagelok products, solutions, and applications. It is a hands-on role that requires working closely with a skilled technician and making site visits to meet the customer’s specifications and provide on-time delivery. At the same time, the AE ensures policies and procedures are adhered to and the scope of work falls within Swagelok Louisiana guidelines. This will be accomplished in a team environment that encourages continuous improvement, adheres to the Swagelok core values and embraces collaboration.

### Expectations

- Be able to work from general instructions, shop or CAD drawings, fluid system schematics, P&IDs, blueprints, and/or diagrams
- Work with the customer to select, specify and qualify Swagelok and non-Swagelok product to customer and industry specifications
- Builds relationships with current and prospective clients and identifies key decision makers
- Provide technical assistance to all Swagelok Louisiana associates and collaborate with various business units throughout the company
- Support the sales force with on-site and virtual sales calls / presentations on our solutions and services capabilities

- Support and be a part of Swagelok Louisiana's field engineering program. This would involve providing assistance to FE team as required for opportunities we have with customers.
- Write, edit, evaluate, and approve documentation, reports and procedures required to support design changes from the quote process until receipt of order
- Provide solid and competitive quotes to customers that meet or exceed customer expectations
- Collaborate with end users to provide the best design solution chosen by the customer
- Interact heavily with customers throughout projects (including face-to-face meetings and/or video conferencing)
- Coordinate with Swagelok Corporate engineers assuring proper hand-off of design parameters to allow complete order fulfillment per customer requirements.
- Communicate effectively with internal and external customers, suppliers, quality control and all other teams to effectively manage quotes and orders and to ensure that best practices are utilized
- Participate in project pursuit opportunities with sales professionals to assist in capturing new work
- Understand all duties of a CS technician and assist technicians in the production process to ensure the customer's specifications are met
- Grow with the business and help develop new processes, procedures, and support tools to improve efficiency, protect the brand and ensure quality.
- Attend and participate in meetings and audits regarding ISO and SQS
- Participate and present in meetings (Sales Meetings, Department meetings, etc.)
- Continuously improve general knowledge of basic distributor business practices, Swagelok product lines and customer applications
- Process non-conformances
- Assist with cross training initiatives and assigned special projects
- Active engagement with continuous improvement education & training and professional/personal development in alignment with company program

## Position Requirements or Qualifications

### Education:

- 4-year degree in chemical, mechanical, or electrical engineering or a related engineering discipline is preferred, but applicable work experience will be considered

### Experience:

- 2-5 years of experience in fabricating, assembly or manufacturing
- Prefer experience in or related to the oil and gas/petrochemical industry
- Machine shop experience is desirable
- Solid Works or other CAD experience required
- Basic Mechanical and mathematical aptitude is essential
- Working knowledge of quality standards such as ISO

**Skills:**

- Mechanically inclined
- Safety Oriented
- Proficient manufacturing skills, knowledge of basic hand tools and power equipment
- Ability to learn the features and benefits of multiple product families and related manufacturing processes
- Ability to effectively manage multiple priorities, work in dynamic team environment and use a variety of
- systems and processes to manage complex and changing requirements
- Excellent problem solving, written and verbal communication skills
- Proficient with basic office software including MS-Office (Word, Excel, Outlook, PowerPoint....)
- Knowledge of product design tools (example: 3D/2D SolidWorks Cad, P/DFMEA, Tolerance Analysis)
- Excellent verbal and written communication skills

**Critical Competencies:**

- Customer Orientation
- Adaptability/Resilience
- Social Awareness
- Enabling Change
- Influence
- Results Focused
- Teamwork & Collaboration

**Physical Requirements:**

- Be able to work in office, shop and plant environments.
- Employee is regularly required to talk or hear, stand, walk and sit.
- May need to carry sample cases and catalogs weighing less than 50 pounds.
- When visiting some plants, may be required to have a clean-shaven face, wear fire-resistant clothing and/or other PPE.
- Will spend sizable portion of time in the fabrication shop located at the main office in Baton Rouge. May have some opportunities to work in the field/remote, or at home on occasion.