



JOB DESCRIPTION

Position: Technical Services Engineer
Department: Application Development and Tech Services
Reports To: Director of Technical Sales and Support
Status: Salaried
Level: Exempt

POSITION SUMMARY:

Reporting to the Director of Technical Sales and Support of Business Development. The Technical Services Engineer will provide in-depth technical direction and assistance to customer(s) regarding the use of Biocoat's coating products in the medical devices industry by developing coatings processes for new applications, preparing technical manuals to support customer process development, interacting with customers to troubleshoot process related problems, and assist marketing in the promotion of Biocoat's products.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide technical direction and assistance to customers on the use of Biocoat coatings.
- Respond to questions and concerns from customers; involves complex situations that require basic project management to resolve situations.
- Serves as a liaison between customer and Biocoat personnel by interacting with management personnel, developing a complete understanding of needs and operations, and providing observations on improvement and/or new business opportunities.
- Operational advisor to customers by applying general quality tools and analytical concepts to assist with improving product quality and efficiency; receives direction or guidance on complex issues.
- Assist licensee setting up their own coating facilities with technology transfer, conceptual design, equipment specs, suppliers, training, validation, etc.
- Tests devices to determine cause of reported defects.
- Provides written reports to customers of findings from diagnosis of device defects.
- Provides on-site training of customer personnel in both the application and testing of Hydak hydrophilic coatings.
- Evaluates competitive technologies to develop strategies for more effective marketing of Biocoat products.
- Partners with Applications Development personnel to advise coating procedures appropriate for customer's developmental products
- Identifies and evaluates equipment for purchase either to enhance coating capabilities or to extend testing capabilities.
- Assists marketing to develop trade show displays and presentations.
- Provides assistance at trade shows to help identify new customers.

QUALIFICATIONS & REQUIREMENTS:

- Bachelor of Science in Chemistry, Chemical Engineering, Biomedical Engineering, or Mechanical Engineering.
- A sufficient background in Chemistry to understand Biocoat hydrophilic coatings.



- The ideal candidate will have at least three (3) years of coatings application and/or coatings formulation experience.
- Additional experience with medical devices is highly preferred.
- The ideal candidate must have an understanding of technical (lab, research, etc.) principles and practices.
- Knowledge of the requirements for FDA Good Manufacturing Practice.
- Excellent verbal and written communication skills is required.
- The ideal candidate must be able to work in a fast-paced manufacturing environment while handling multiple projects at any given time.
- PC skills; Microsoft Office applications (Word, Excel, PowerPoint, Outlook); and other applications as required.

Additional Requirements:

1. Travel 25% of the time.
2. Effective listening skills.

The conditions herein 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 job functions.

Physical Requirements

Physical Demands-Stooping, turning, bending, squatting, kneeling and the ability to lift up to 50 pounds; constant/repetitive standing; requires normal, correctable vision and hearing, and the ability to accurately discern color as necessary to perform job functions.

Working Conditions

Exposure to hazardous chemicals and must wear required personal protective equipment while demonstrating safe working practices.

Disclaimer

This job description is not intended to be construed as an exhaustive list of responsibilities, duties, or skills required for the position. This position may be changed or assume additional duties at any time. The employee may be requested to perform different or additional duties as assigned.