

VISION_x INC.

Application Engineer Job Description

VISION_x is a small technology company that develops, sells and supports software and systems for automated visual inspection and high-accuracy measurement. We are located in Pointe-Claire, Quebec, Canada. You can obtain more information about our company and our products by visiting our web site at: www.visionxinc.com.

We are looking to hire an Application Engineer to support the growth of one of our new and very innovative products. This product is sold throughout North America by a large US-based machine tool distributor. You will work closely with this distributor to support the product's growth.

This position encompasses a wide range of responsibilities. In very broad terms, you will work on projects with specialized and customer-driven requirements.

This position is based out of our Pointe-Claire office. It involves extensive travel (mostly in the US and Canada). As a general guideline, you can expect to travel approximately 50% of the time. The purpose of your travel will generally boil down to explaining our products (their purpose, their use, their application) to partners and customers, to help them solve their applications. Examples of tasks that you would be expected to carry out when travelling include the following:

- Carry out installation & training (either initial training or follow-up training) at the customer's facility. This entails some on-site application engineering as you will need to instruct customers on how to use the system to meet the requirements of their specific application. While you are working with customers to help them solve their application, it will also be important that you also collect any customer feedback. Many of our product improvements are the result of customer suggestions!
- Carry out product demonstrations for which our distributor would require technical assistance
- Represent our company at various trade shows, in collaboration with our distributor's sales force, and explain our products to prospective customers.
- Help train our distributor's sales force on the application and use of our products.
- Only infrequently: carry out field service, repair, upgrade and calibration work.

And the following are examples of tasks that you would be asked to carry out when you're in the office:

- Carry out tests on samples that customers send us (typically during the pre-sales process but also sometimes at the stage of post-sales machine acceptance)
- Get involved (at various stages of the sales, design, installation and training processes) in advanced and non-typical customer applications
- Carry out different tasks on various specialized customer-driven projects
- Help out with certain tasks related to our production operations. A representative example would be finalizing a system before it ships to a customer. In this case, you will

verify that the system is properly configured and calibrated, that it meets our quality standards, that it meets the stated performance criteria, that it is properly and fully documented, etc...

- Help out with certain aspects of our ongoing product development efforts.

The successful candidate must:

- Have a very solid technical background (a Bachelor's degree in Engineering, Physics or equivalent is a must-have requirement and an advanced degree is preferred)
- Have strong analytical and problem solving skills;
- Have good mechanical skills;
- Have excellent communication skills;
- Enjoy working with people to help them successfully solve their application;
- Be able to explain technical issues clearly and provide easy-to-follow instructions and procedures;
- Be responsible, very well organized and able to work with limited supervision;
- Be customer-driven and dedicated to providing a very high level of customer satisfaction;
- Represent our company well;
- Have very good spoken and written English skills.

We are looking for someone that has strong technical and analytical skills, excellent communication skills, that is responsible and highly motivated and has the right "can do" attitude.

The successful candidate will receive extensive training so as to become very proficient in the use and application of our products.

We offer challenging work in a pleasant smoke-free environment.

Qualified applicants should email their application to: jobs@visionxinc.com .