

TECH REPRESENTATIVE

REPORTS TO:	Group Managers	SECTION:	
CLASSIFICATION	EXEMPT	DIVISION:	PROCESS ENG.
DATE:	1-Mar-04	APPROVED:	H. R. MGR.
rev 1	9-May-19		

JOB FUNCTION:
To provide technical applications support in the project development stage and oversee project installation at end user facilities.

ESSENTIAL FUNCTIONS:

1. Assesses customer needs and provides feedback to management to determine the capability of the company to provide effective product, equipment, service, training and aftercare to them.
2. Develop customer needs and calculate costs to provide project development through cost, time and manpower needs.
3. Act as Project Manager/Coordinator to install end products to the customer, supervising all contractors or contract laborers as required to create an operating system, and;
 - a. Check and confirm all floor layouts to prints /drawings.
 - b. Confirm installation specifications according to bid documents.
 - c. Coordinate all technical issues with ITS and customer and contractors.
 - d. Coordinate customer-required and contractor meetings to assure continuity of efforts and communicate status and concerns.
4. Trains customer on technical data and operating procedures.
5. Provides service follow-up to assure equipment, products or services are effectively meeting the customer needs.
6. Other related duties, as identified by the management and/or the customer.

ADDITIONAL RESPONSIBILITIES:
Maintains continuing contact with Japanese parent companies, and multinational suppliers to assure all incoming products or equipment are on schedule, conversing in Chinese or Japanese (if required) when required to instruct, guide and oversee continuity of the transfer of goods for the customer.

QUALIFICATIONS:

1. Four-year college degree or work equivalent to assure general duties capabilities are met.
2. Knowledgeable in all aspects of the equipment, use, service and training required to provide customer with quality end product.
3. Strong interpersonal skills, including the ability to converse fluently in Chinese or Japanese with our customers, our parent companies and our foreign suppliers (if required).
4. Ability to manage and oversee multiple projects/operations at one time, including specific skills management.
5. Knowledgeable in the production and installation of robotic, conveyance, and manual welding equipment, machining and assembly equipment, press, and test bench products.