



LasX Industries, Inc.
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White Bear Lake, MN 55110

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Application Engineer I Position Description

Job Title: Application Engineer I
Department: LaserSharp® Module Group
Reports To: Customer Service Manager

Summary:

Highly motivated person involved in the complete life cycle of automated laser machinery beginning from post sale through assembly, testing, and installation of LaserSharp® equipment. The Application Engineer I assists in all activities relating to the manufacturing and supports the integration of the LaserSharp® equipment. Provide exceptional customer service through all forms of customer contact.

Major Duties and Responsibilities:

- ❖ Supports mechanical and electrical assembly, testing, runoff, and installation of LaserSharp® equipment making sure meeting the customer requirements.
- ❖ Support the installation and training of customer's personnel of the LaserSharp® equipment.
- ❖ Provide quality and timely service of equipment contracts, regular preventive maintenance visits, and service concerning LaserSharp® Equipment and the use of LasX's lasers in the customer's process.
- ❖ Thoroughly document installed LaserSharp® equipment and laser materials process through the use of service reports, equipment logs, and written communications to the customer.
- ❖ Promote the customer experience with exceptional customer service in all forms of communication.
- ❖ Responsible for managing travel expenditures and keeping the cost within acceptable levels.
- ❖ Promote the selling of spare and replacement parts and service contracts.
- ❖ Other duties as requested by LasX Management.

Required Qualifications:

- ❖ Bachelor of Science in Mechanical or Electrical Engineering and 0-2 year's experience.
- ❖ Knowledge of mechanical components and fabrication techniques.
- ❖ Knowledge of electrical control circuits and ability to read electrical schematics.
- ❖ Knowledge of Microsoft Windows® computers, embedded controllers, and related software used to control and operate machine tools.
- ❖ Excellent driving record and is able to travel abroad.
- ❖ Excellent verbal and technical writing skills.

Preferred Qualifications:

- ❖ Experience with problem solving skills in equipment service.
- ❖ Knowledge of industrial lasers and laser materials processing of non-metallic materials a plus.
- ❖ Knowledge of materials handling equipment for roll-fed and sheet-fed materials a plus.

Physical Requirements:

- ❖ Traveling to customer facilities for installation and in emergency situations (50-75%)
- ❖ Working at a computer workstation.
- ❖ Working in a manufacturing environment.
- ❖ Standing and walking on a concrete floor.
- ❖ Some lifting required.