# Applications Engineer

**Introduction:**

Applied Robotics, headquartered in Glenville, NY, is a leading provider of specialized end-of-arm tooling and connectivity solutions designed to bring greater speed, flexibility and efficiency to automation-based processes. Product sets comprising tool changers, collision sensors and grippers are engineered to serve a variety of markets, including automotive, life sciences and manufacturing. These wrist-down solutions can be found in material handling, assembly, cutting, dispensing, machining and welding applications throughout the world.

**Job Description:**

Applied Robotics has an immediate need for an experienced Applications Engineer. This person will be responsible for providing technical support to customers and Applied Robotics sales personnel for selecting and configuring electromechanical and pneumatic devices. This support includes, but is not limited to, providing assistance with interpreting technical specifications, equipment installations and repairs, training, and application support for Applied Robotics products. This person will also be the principal contact for resolving customer technical complaints and service issues. This person may also be called upon to provide engineering and design support for product improvements and new product development.

**Education/Experience:**

* B.S. in a technical/engineering field and 3 to 5 years of related work experience, or
* An associate’s degree in a technical field and 5 to 10 years of related work experience

**Responsibilities:**

* Work with customers in their applications to interpret specifications and provide technical support for ARI products.
* Assist and service customers through phone support or, if necessary, traveling to the customer sites as needed.
* Troubleshoot mechanical and electrical systems in an industrial environment.
* Interpret drawings/schematics.
* Perform in-field repairs on electrical and mechanical components.
* Assist in the analysis of returned and/or defective product to determine source of problem, recommended repair, replacement, and/or other corrective action.
* Support development of user manuals and technical documentation (training and maintenance, datasheets, technical bulletins, replacement parts supply, etc.).
* Plan and execute experimental/prototype test programs and prove out application/product feasibility.
* Support Production (Assembly and Quality Control) to clarify designs and resolve problems regarding the build of control systems.
* Interface with Engineering to support technical issues relating to ESRs (Engineering Support Requests) and ECRs (Engineering Change Requests).
* Provide technical support to the Marketing Department for trade shows, show displays, and demo bag activities.

**Additional Requirements:**

* Knowledge of industrial networks for communication and control (DeviceNet, Ethernet/IP, PROFINET, Profibus, etc.) preferred.
* Knowledge of robotic and automation systems and cell control through PLC and robot controller a plus.
* Ability to work under pressure to rapidly resolve customer downtime.
* Familiar with Microsoft Office products (Word, Excel, Project, etc.).
* Participate in meetings, seminars, and training sessions to stay appraised of new product offerings and solution developments.
* Valid driver’s license and passport or the ability to obtain a valid passport required.
* Ability to travel domestically and internationally.

**Compensation:**

Applied Robotics offers a comprehensive benefits package including; Medical/Vision, Dental, Long/Short Term Disability, Life Insurance, and 401K with a company match. Salary will be commensurate with skills and experience.

Qualified candidates should forward their resume and cover letter to:

Human Resources

Applied Robotics, Inc.

648 Saratoga Rd.

Glenville, NY 12302