

Description

The Solutions Engineer is a critical role in the Eigen team. You will be acting as a primary interface between multiple stakeholders, including: customer business owners (i.e., plant managers, line/process managers), customer technical experts (i.e., process/quality engineers, systems integrators, and information technology owners), and Eigen teams (sales, engineering, and leadership).

You will be the most important customer-facing representative of the team. You are our “boots-on-the-ground”, and will act as “eyes-and-ears” for the company, identifying opportunities to improve our service and solution, and expand deployments within customer accounts.

You will work directly with customers to help define, design, deploy, and support the implementation of Eigen’s manufacturing productivity optimization platform. You will be the technical expert representing Eigen during pre-sales activities, and the main point of contact through post-sales implementation and support of Eigen. You will be exposed to various customer manufacturing facilities, and be required to quickly understand the production process, converse with experts within manufacturing facilities, and provide guidance and make recommendations related to the effective use of Eigen technology to optimize the customer manufacturing process.

Responsibilities

- Accompany Eigen sales representatives on customer visits to assist in sales pitches, opportunity qualifications, and follow-ups required to help convert customer opportunities in to sales.
- Work with various customer stakeholders to identify needs, specify requirements, define project scope, and design candidate solutions for customer implementations.
- Assist and contribute to the creation of customer proposals, which will include fully describing scope, schedules, materials, resources, and pricing for the customer.
- Manage and execute “Learning Lines”, Eigen’s opportunity assessment technique for qualifying customer needs, and demonstrating value in a working prototype deliverable and demonstration.
- Manage and execute the implementation of Eigen solution on the factory floor production line.
- Train customer Operators and Engineers on how to use the Eigen solution, and help ensure successful adoption within customer teams.
- Act as a primary point-of-contact within the customer accounts to: escalate issues affecting the success and adoption of Eigen by the customer, facilitate quick resolution of customer issues, identify opportunities for expanded deployment within customer accounts, deliver and demonstrate the ongoing value to the customer, and maintain good working relationships with our customers.

Requirements

- University Degree in Engineering or extensive applied Engineering technical training and experience.
- At least 5 years of experience in industrial manufacturing environments, with significant hands-on “factory floor” experience.
- Proven analytical and problem-solving abilities – ability to think on your feet and communicate effectively and clearly.
- Ability to effectively prioritize and execute on the needs of multiple clients simultaneously, and manage time independently.
- Strong attention to detail and ability to produce detailed documents and reports. Strong oral and written proficiency is required.
- Expertise and experience with Process Control, Process Automation, Quality Control, and associated compliance and process standards.
- Ability to pick up new technologies quickly and demonstrate proficiency, and expert understanding of the following technologies is a must:
 - Programmable Logic Controllers (PLCs), M2M connectivity protocols and machine I/O
 - Strong knowledge of networking technologies and firewalls, working knowledge of multiple operating systems (Linux, Microsoft, etc.), database technologies, and basic programming skills.
 - Ability to work in an agile team based environments and establishing good working relationships with peers is essential.
- Demonstrated ability to grow your knowledge as the team grows, and to take on increasing responsibility for providing direction and support for junior peers on the team.
- Strong project management and leadership skills.
- You will be required to travel extensively throughout North America, and sometimes on short notice.

Interested candidates can apply directly to careers@eigeninnovations.com.