



# Memjet Labels, Inc.

## Position: Customer Application Engineer

Memjet Labels, Inc. has a need for a full time Customer Application Engineer/ This position will have ongoing technical interface responsibility for working with our OEMs during and after product integration. Key objectives are to serve as the single technical point of contact and the first line of defense in customer technical inquiries. This individual will help define integration timeline and milestones to ensure on-time delivery of product. We are looking for an experienced individual who is highly responsive and possess excellent communication skills with both internal and external partners.

### **The qualified candidate for this position should have the following:**

#### **Responsibilities:**

- Technical representative from the business side. Expected to provide senior management weekly or bi-weekly updates of current project/project(s) status.
- Understand customer needs and is able to translate into engineering needs. Manage customer technical expectations (want vs. must).
- Be the first line of defense on customer technical inquiries. Manage escalation from customer while utilizing Memjet resources as appropriate.
- Lead customer technical training of Memjet printer mechanism and/or components with help from Memjet engineering team.
- Be the liaison between OEM Customer/Prospect and Memjet engineering team during development and implementation of OEM Customer product integration schedule.
- Execute customer integration with support from Memjet engineering team.
- Provide post-launch OEM customer engineering support.
- Participate in Memjet Business Development activities as necessary.

#### **Attributes:**

- 5+ years experience in inkjet printer development, design, or a related field. Exhibits a broad base set of knowledge in inkjet systems.
- Proven leadership capability in developing & managing OEM integration schedule while working with internal and external stakeholders.
- Patient, highly responsive, action oriented, and end-results driven.
- BS degree in ME and/or CS engineering or equivalent.
- Excellent teamwork & interpersonal skills.
- Heavy exposure to MS Office, ability to create and communicate via PPT.
- Very savvy working with international OEMs utilizing various online programs (WebEx, Skype).
- Experience in OEM printer service & support preferred.
- Fluency in Asian language skills a plus.