



Role Description

Role Description	Application Engineer
Document owner:	Chief Technical Officer
Version:	200902
Keep informed:	Application Engineers

1. Overview

The role of Application Engineer is to develop engineering solutions using OxTS products or board sets to meet customer needs. The role involves all aspects of engineering projects including assessing customer requirements, developing customer hardware and software solutions, supporting customers, and writing technical documentation. The role requires in-depth understanding of the functionality and use of the company's products and board sets and how to adapt them for new applications. It requires international travel.

2. Duties and responsibilities

2.1. General

- Investigate requests for the development of solutions to meet customer applications, originating from customers or internally from Product Management. Undertake investigative / feasibility work to develop solutions. Plan and cost projects; provide information to Sales for quotation.
- Develop application solutions through developing new hardware and software, configuring OxTS products, and integrating 3rd party products. Test and maintain hardware and software, including release process, version control, and bug management. Write and maintain documentation for designs to describe functionality, use and reasons for design decisions.
- Perform acceptance testing of application solutions to verify correct operation, prior to release to the market. Resolve any issues found before providing to customers.
- Manage projects and work as a team member on projects; plan, track and manage development tasks. Work to deadlines and adapt plans as necessary to meet project objectives. Work collaboratively with people inside and outside OxTS, and coordinate other departments involved (such as R&D) to successfully achieve outcomes and results.
- Use company procedures, processes, and consistent styles. Write, issue and update hardware and software documentation; adhere to coding standards when developing software. Maintain traceability, update documentation, use version control for all document changes.
- Provide expert help for the Support team to help address customer problems with the use of solutions developed by Application Engineering.
- Capture and communicate ideas and technical information on solutions, their performance and application, verbally and in written technical documentation, and provide internally (Marketing, Sales) and externally to customers and Representatives. Write technical articles and application notes for customers and for publication. Support promotion of OxTS's application engineering capability at industry exhibitions.
- Manage customer relationship for application engineering projects:
- Build and maintain a strong working relationship with the customer to understand their needs and communicate that within OxTS

- Manage programme of work with the customer to agree and plan tasks, track progress, coordinate meetings and agree actions, resolve issues, manage change.

3. Revision History

Revision	Changes
200902	Rebranded and Technical Director changed to CTO, no content changes - JC
190828	Revision History and New Logo Added Document Owner Amended from Support Manager to Technical Director