



# SEAWARD

TESTED. TRUSTED... WORLDWIDE.

**Job Title:** Application Engineer

**Department:** Applications Team – Rigel Medical

**Reports Direct:** Category Manager

## JOB PURPOSE

- Support the management of products during the life cycle in conjunction with the category manager
- Be the internal authority of specific product portfolios and their application
- Deliver a strong customer experience by providing product support, and understanding the requirements for the product and customer's expectations

## RESPONSIBILITIES

- Provide a high level of product portfolio support
- Product maintenance: Ensure published product portfolios' data is current and accurate and ensure the products' functionality meets their intended purpose of use
- Product improvement and life cycle product management
- Produce marketing, sales and support materials
- Distributor support
- Attend exhibitions, workshops, seminars, and trade shows – build a strong relationship with the end user, delivering technical support, and conducting technical presentations
- Provide online and face to face product training, product application, guidance and product support internally and externally to customers
- Execute tier 2 product support to enhance “The Customer Experience”

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[seaward.com](http://seaward.com)

Registered office: Seaward Electronic Ltd, 15-18 Bracken Hill, South West Industrial Estate, Peterlee, SR8 2SW, United Kingdom.  
Registered in England No: 01674384 | VAT REC: GB314 1089 92



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- Liaise across all departments within the company to deliver a valid and relevant solution - ensuring customer satisfaction is achieved in a timely manner
- Provide analytical data for the product management, engineering and project teams
- Travelling internationally, typically 4-6 international visits per year, supporting our global distributors

## KPIs

- Customer/distributor satisfaction

## KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- A HND or Degree or above in Physics, or Electronic or Biomedical Engineering, or related engineering disciplines
- Previous life cycle product management experience desirable
- A background in biomedical or clinical engineering, or a good technical knowledge of medical devices desirable
- Customer centric approach values
- A test and measurement background is desirable but is not necessary
- Excellent organisational and prioritisation skills
- Confident with delivering presentations
- Excellent data analysis skills
- Customer facing communication attributes – soft skills at all levels of the business, internally and externally
- Very good IT skill, and MS office knowledge

If you want to be part of our team please send your cv and a covering letter by email to [wendyc@seaward.com](mailto:wendyc@seaward.com).

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