

# **Citizen Machinery UK Ltd**

## **JOB TITLE**

CNC Applications Engineer

## **REPORTING TO**

Applications Manager

## **LOCATION**

Home based –with good access to motorway network

## **JOB PURPOSE**

- Provide a high standard of technical support to the sales team in terms of machine demonstrations, machine setting and programming to meet customer's requirements & component cycle time calculation.
- Provide a high standard of technical support to our customers in terms of formal training course, hands-on training, customer development and after sales support.

## **RESPONSIBILITIES**

1. Carry out machine demonstrations for customers as required by the Technical Manager. This includes setting up and programming the machine for either a customer's component, or for a standard test component. Operating the machine for the customer, explaining the key elements of the process clearly and concisely, and answering the customer's questions in a positive and helpful manner. This also involves accepting the lead of the sales engineer in the handling of the customer.
2. Prepare and prove machining methods and programs designed to provide solutions to customers' manufacturing problems. This involves working through the sales engineer involved and liaising directly with the customer.
3. Calculate accurate and realistically attainable cycle time estimates as required by the sales engineers. These estimates must make use of the full capabilities of the machine to achieve the shortest possible cycle times that are realistically attainable in the production environment.
4. Assist with the installation of new machines, particularly in terms of helping with initial set ups and operation, and training customers' staff.
5. Visit customers to deal with issues relating to the proper operation of installed machines.
6. Provide customers with telephone advice and support in all matters relating to the successful operation of their machines.
7. Conduct training sessions on machine applications and operations for groups of customers' staff on CMUK or users premises.
8. Study the features and functionality of new models and to attend manufacturers' training courses as required ensuring that a high standard of technical support is available for all new machines from the date of their launch.
9. Be involved in the development of training courses for new machines.
10. Provide any other technical support as may be required by the sales engineers, the service engineers or the Technical Manager.

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11. In addition to all of the above, the Job Holder must be prepared to carry out any other task that the company deems reasonable.

### **SKILLS & EXPERIENCE REQUIRED**

- Minimum 3 years' experience applications experience with multi axis CNC lathes/turning centres. Ideally field based
- Strong engineering background with appropriate educational qualifications and training
- Strong communication skills.
- A can-do attitude with a positive pro-active approach to provide customers with an excellent service.
- Able to work on own and as a team member.

### **ROLE DEVELOPMENT**

CMUK is committed to providing staff with opportunities for role development.

### **WHAT WE OFFER**

- Good basic salary depending on skills and experience plus participation in monthly and annual team bonus schemes
- Fully funded company car
- Contributory Pension scheme (Company 6%, Employee 3% minimum)
- Income Protection scheme
- Life Assurance
- Employment Assistance Programme
- Initial 22 days holiday increasing with length of service