

<b>Job Title</b>	<b>■ Application Support Engineer – Condition Monitoring</b>
<b>Purpose</b>	<p>Quartzelec is a leading UK independent electrical engineering group delivering design, manufacturing, installation, maintenance and service solutions to customers across a broad range of industrial and commercial sectors.</p> <p>Our Quartzteq business who specialise in Condition Monitoring solutions for Rotating Machines is looking to recruit an Application Support Engineer. The right person will have a flexible attitude and preferably knowledge of Condition Monitoring systems with an experience of both Hardware and Software development. Based in Martigny Switzerland, the successful applicant will have the opportunity to travel from time to time internationally.</p> <p>The Application Support Engineer is responsible for supporting new product development and improving existing products while working closely with engineering, production, sales, marketing. He/She also provides technical support internally and externally.</p>
<b>Reports To</b>	<b>■ Business Unit Manager</b>
<b>Key Responsibilities &amp; Accountability</b>	<ul style="list-style-type: none"> <li>■ Work closely with R&amp;D and Production teams in the design and development of high-quality products, improvement of existing products and reducing cost through technology, production process and materials</li> <li>■ Develop and maintain reliable monitoring software and tools for our product range, including implementation of communication protocols, interfaces to third party systems, automated reporting, self-diagnostics, data base management, tools for data analysis</li> <li>■ Produce and update technical documentation such build documentation, bill of material, drawings, manuals, certificate, data sheets, technical bulletin</li> <li>■ Conduct research (including technology, technical papers and standards), gather feedbacks and carry out technical analysis for new product development or improvement</li> <li>■ Stay informed about industry standards and regulations related to the products and applications</li> <li>■ Support Product Manager activity and provide inputs for the product roadmap and budgeting</li> <li>■ Provide technical support for production and sales</li> <li>■ Provide customer assistance on use and troubleshooting of products</li> <li>■ Training of products to Distributors, customers and others Quartzelec Business Units</li> <li>■ Act as Quality representative, manage quality assurance activities and ensure compliance to Group Quality Management System and applicable certifications</li> <li>■ Attending customer site and marketing events to support Sales/Business Development with technical presentations as an when required</li> <li>■ Attending customer sites to conduct test, troubleshooting or commissioning of systems as and when required</li> <li>■ Writing occasionally customer reports and analysing data for customers</li> </ul>

**Qualifications/  
Requirements:**

- Desirable (but not essential subject to other education and experience) BSc or MSc in electrical/electronic, computer science engineering or related field
- Preferable 3 years of prior experience (development or manufacturing, research or industry)
- Proven experience in software development
- Technical background in Systems Engineering (Hardware/Software/Embedded Architectures)
- Requisite knowledge in programming language C#, C, C++
- Embedded software development (desirable)
- Web based GUI development
- Parallel Processing
- Windows and Linux operating systems
- Version Control (GIT, SVN or similar) SQL databases
- MS-Office, MS Project, CAD software
- Knowledge in assembly and mechanical construction of electronic equipment, electronic schematics and signal processing
- Knowledge of condition monitoring (research work or industry experience) and/or expertise in partial discharge monitoring for HV assets such generators, motors, transformers is a plus
- Interest in high voltage systems and monitoring of electrical parameter
- Being fluent in English - written and verbal is essential.
- Team player with strong communication and presentation skills
- Customer-focused problem solving, clear thinking
- Strong analytical and result oriented thinking
- Working in a cross-functional or matrix environment
- Hands-on approach and flexibility

**Date**

01/03/2024