

Field Application Engineer



If making an impact is rewarding to you, then come join one of Chicago's premier technology companies. At UICO you will find yourself in a stimulating and rewarding work environment with considerable growth potential. We are searching for a talented Field Applications Engineer. This position offers the right candidate the opportunity to be a key player in the UICO customer experience. The goal of FAE is to work with the Sales, Engineering and Operations teams to facilitate the accurate and timely capture of customer technical requirements. The FAE will support the Sales Team in Scoping new opportunities and coordinating with Engineering team to match to UICO's capabilities

We are looking for a team player with a positive attitude, strong attention to detail and the ability to multi-task effectively. As your daily activities will be varied so it is important that you enjoy working with others and are willing to take on new challenges.

Title: Field Application Engineer

Reporting Relationship: This position reports to the VP of Sales

Job Functions:

UICO's FAE's primary role is capturing technical details to help support the sales team for winning new business. UICO's FAE is the liaison between Sales and Engineering. In addition, the FAE often helps the customers and potential customers of integrating our product into their environment or assembly. This role is primarily done through web calls, emails, and often visiting customers offices or marketing events with the sales lead. Other day to day job functions below:

- Clearly communicate the customer's technical needs / concerns / risks internally, and work closely with UICO's engineering team to find solutions that are acceptable to the customer
- As subject matter expert and as an expert in industry needs, the FAE should provide feedback to UICO's engineering team for product improvement and new product ideas to further differentiate UICO's solutions
- Provide technical back up to the sales team in all project scoping and design proposals
- Overcome all technical hurdles that block UICO design-in to new products
- Technical lead responsible for supporting the customer's integration of UICO's technology into the host system
- Remove any technical roadblocks the customer faces during the product development cycle
- Proactively drive the customer's design and implementation to avoid potential risks and engineering challenges post sale
- Support the customer during system qualification Agency tests, including: conducted and radiated emissions, ESD, vibration, UV, and environmental chamber tests
- Identify customer assembly and handling risks, and drive the customer to UICO's best practices

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- Document customer design activities using UICO's Sales tools
- Complete Scoping document of new opportunities to capture both customer requirements and the associated initial proposed UICO solution to be used for quote purposes.
- Create Technical Product Specifications to communicate and facilitate customer agreement and sign-off on the performance specifications to be expected for their product.
- Support Engineering where needed with drawings and BOM creation. Facilitate customer sign-off on drawings prior to sample builds.
- Supports Sales and Operations in project estimation and quotations

Desired Skills & Experience:

- Bachelor's or Master's Degree in Mechanical Engineering, Electrical Engineering, Computer Engineering, Systems Engineering, or similar
- 4+ years of experience in engineering design
- 3+ years of experience as a field application engineer
- Experienced reading schematics and electrical circuit layouts for multi-layer designs
- Experienced reading mechanical drawings and 2D or 3D CAD files
- Experienced working in the consumer electronics industry – HMI (human-machine-interface) and capacitive sensing industry experience desired
- Strategic thinker, quick learner of important technical aspects of the UICO product
- Organized and detail oriented
- PQ&A / results-oriented communication
- Expert in customer communication