Headquartered in Asslar, Germany, Pfeiffer Vacuum is one of the world’s leading providers of vacuum solutions. In addition to a full range of hybrid and magnetically levitated turbo pumps, the product portfolio comprises backing pumps, measurement and analysis devices, components as well as vacuum chambers and systems. Founded in 1890, Pfeiffer Vacuum is active throughout the world today. The company employs a workforce of some 2,900 people and has more than 20 subsidiaries.

Pfeiffer Vacuum, Inc. – USA: We are looking for an

**Applications Engineer**

**Nashua, NH**

**SUMMARY**

Responsible for managing technical business relationships with key customers and developing new opportunities at targeted Analytic, R&D and Industrial accounts. This position is responsible for supporting Sales with the technical integration of Pfeiffer Vacuum products at target accounts. The Applications Engineer will also take a lead role in developing vacuum and product training programs for Pfeiffer Vacuum employees and our Customers.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Exercise of judgment, discretion, and tact in all business matters and business relationships is required. Strong interpersonal skills and the ability to maintain clear and cooperative working relationships with co-workers and demonstrate regular attendance and punctuality are essential.

The organization’s leadership promotes collaborative problem solving in both formal and informal work teams. Participation in and contribution to teamwork within the organization is required. Additional requirements include experience in the high vacuum technology industry, and preferably the analytical instrument market, as well as the ability to stay abreast of changes in those markets.
Necessary interpersonal skills include being a self-starter, motivated, creative, flexible, self-confident, deadline oriented and able to multi-task.

Provides ongoing, high level applications and technical support across all product lines to both the sales force and customers. Oversees the development and implementation of numerous product training and vacuum technology training programs. Works with Sales, Product Management, Market Management and Business Development to promote adoption of Pfeiffer Vacuum products by OEMs, Industry and R&D customers.

Provide regular updates of activity and prospects to Market Management, Pfeiffer R&D, Sales and Business Development.

Duties

1. Through in-depth knowledge of the industry, technology and the Company’s products, is able to assist both sales and customers in defining suitable products needed for their specific applications and in resolving other complex technical issues.

2. Provides Applications and Technical Support to Key Accounts at the direction of the Director of Applications.

3. Provides mentoring to the CSE and PSE Teams to help advance their technical product and application knowledge.

4. Organizes and provides product training programs for the sales force and customer base through the involvement of product managers and applications engineers.

5. Delivers customer Basic and High Vacuum seminars, Basic and High Vacuum Training Programs and “Lunch and Learn” seminars to our customer base.

6. Provides training to other Applications Engineers on delivering seminars (Train the Trainer).

7. Works with Marketing, R&D, Product and Sales Management to define new products that support our customers’ technical requirements.

8. Produce Technical Application Notes/sheets in cooperation with Factory Market Teams.

Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Tasks require walking, sitting, bending, reaching, mobility, and frequent lifting. Work requires computer skills (word processing, spreadsheet, and data-entry), attention to detail and accuracy. Communication skills including listening and speaking are required for interaction with other employees, vendors, and customers. Strong interpersonal skills, the ability to balance multiple tasks and any stress associated with the duties and responsibilities of this position are essential requirements in the performance of this job.

The person in this job must be able to travel by air and drive to customer locations.
POSITION REQUIREMENTS

Qualifications
Strong organizational and creative problem solving skills as well as good planning and technical equipment troubleshooting skills required. In depth knowledge of company products is highly desired. Experience in performing technical training is required. 5-10 years of related vacuum experience is desired; knowledge of Mass Spectrometer systems is a plus.

Education and/or Experience
Requires B.S./B.A. degree, preferably in Electrical Engineering; M.S preferred, and a minimum of 5 years of experience within the industry. In-depth knowledge of vacuum technology is essential.

Language Skills
The ability to communicate in English verbally and in writing is essential. Reports, email correspondence, schedules, performance reviews are all typical requirements of this position and must be effectively and professionally communicated. This position also serves as a key liaison between the customer and the Company and must articulate critical needs, issues, situations, and plans to keep customer satisfaction high.

Mathematical Skills
Superior math skills required. Able to calculate figures and amounts such as discounts, proportions, percentages, statistics, margins, etc. and to analyze results in order to make recommendations to Management. Strong knowledge of the mathematics that supports the industry is essential in order to provide technical assistance and expertise as required.

Reasoning Ability
Must be able to multi task and operate in a fast paced environment while maintaining a disciplined approach to oversee major customers’ needs. The ability to understand the customers’ requirements and plan the support strategy is essential. Must be able to solve both practical and complex problems and deal with a variety of factors in situations where only limited standardization exists.

Certificates, Licenses, Registrations
Both a valid driver’s license and satisfactory driving record are required at the time of hire and periodically thereafter.

TOOLS AND/OR EQUIPMENT
This position uses a computer extensively with demonstrated abilities in the use of Microsoft products as well as other types of software and office equipment.

WORK ENVIRONMENT
This position will work in various environments including office and factory settings.

Pfeiffer Vacuum is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, gender, gender identity, sexual orientation, age, status as a protected veteran, among other things, or status as a qualified individual with a disability.

If you are an individual with disabilities who needs accommodation or you are having difficulty using our website to apply for employment, please contact Jill Guilmain at 603-578-6519.
Follow us on LinkedIn: https://goo.gl/2kpDMA

We look forward to receiving your application! To apply for this position, click here. Current Pfeiffer Vacuum - US employees, click here.

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