

## Title: Technical Engineer

### Position Summary:

Technical Engineer Provides design and systems application support to outside sales engineers and to assigned customer accounts and contractors. Responsible for a variety of tasks not limited to; equipment selection, job pricing, creation of bid projects and producing submittals. Other key job responsibilities include but are not limited to:

### Key Duties and Responsibilities:

- Interacts and works closely on daily basis with outside sales engineers, customers/contractors, as well as with internal employees.
- Provides support and backup coverage to outside sales engineers.
- Required to work along with other departments; order entry, bid desk and credit department to ensure approved submittals and orders are entered into the order system as well as interfaces with the corporate credit department to insure orders are not on credit hold.
- Responsible for providing quotes to customers and for responding to customer inquiries, job follow up, jobsite coordination of equipment delivery and crane meets.
- Required to select equipment along with pricing that will be presented to customers/contractors as part of job bids and submittals.

### Critical Knowledge and Skills:

- Accuracy, analytical skills and attention to detail are required
- Exceptional communication and customer service skills
- Detailed orientated
- Multitasking and organizational skills
- Good judgment and planning skills
- Ability to work independently with minimal supervision in a fast paced work environment
- Research using systems, software and product guides, catalogs and manufacturing literature
- Review, evaluate and make suggestions and product recommendations to customers as well as provide technical support when needed
- Knowledge of HVAC Carrier Products is preferred
- Knowledge of Carrier software (Quote Builder, Sage, HVAC Partners, ECAT, vendor websites) is preferred

### Education and Experience:

- BS in Engineering is required, Mechanical Engineering degree is preferred
- Must have minimum 3-5 years of HVAC industry and sales experience

For information about this position, please contact the Human Resources Department:  
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