

Job Description

Position Title.....Application Engineer, Process & Safety (Gas Analyzers)

Location(s).....Valencia, CA

Typically Reports to.....Vice President Sales (Process & Safety)

Salary.....\$110-130K

About H2scan Corporation

H2scan was founded in 2002, and is headquartered in Valencia, California. H2scan helps our customers meet safety, regulatory and process control requirements in mission critical industries such as energy, utility, petrochemical, fuels cell and gas lines. We do that by providing the most accurate, tolerant and affordable continuous hydrogen sensors for monitoring of industrial processes that generate or use H₂, including transformer condition monitoring. H2scan holds 33+ patents and our products are sold in over 50 countries.

Job Description

The Sales Applications Engineer is a technical (and commercial) resource with a thorough understanding of how H2scan's Hydrogen sensor and analyzer solutions meet the needs of our customers. Their primary function is to support the customer in the pre-sales period by providing an optimized product or solution that addresses the customer's business need. Additional responsibilities will be to deliver product and application training, provide occasional after-sales support, and use the acquired market knowledge to guide product roadmaps. This is an in-office (Valencia, CA.), individual contributor role.

The Application Engineer will work closely with sales, marketing, R&D and engineering to provide the best solution for our customers. They will assist in translating that solution into a compelling customer proposal. The role will be focused on all applications served by our Process and Safety sensors and analyzers.



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Essential Responsibilities

1. Has knowledge of the customer's process and safety needs, proposes solutions for customers, and conveys those needs and trends back into the business.
2. Gathers all the necessary Customer's application and gas environment, and compiles H2scan proposals that meet their needs. Guides customers on the solution and how the H2scan's solution meets their immediate and lifecycle needs.
3. Works with Sales, Customers and OEM's to secure customer design wins with H2scan's products.
4. Supports quote proposals to customers by providing application designs to account teams.
5. Contributes to sales presentations, as well as demonstrating solutions to customers calls (occasionally travelling to customer sites).
6. Improves customer and vendor confidence through superior product knowledge.
7. Identifies and communicate new sales potential at customers.
8. Helps advance sales, supports tradeshow and industry events, writes white papers and provides content for newsletters.
9. As required, provides internal and external (customer) training on our products and how they address customer problems.
10. Partners with H2scan employees to deliver a gold class level of support to our customers.
11. Is customer obsessed and drives that culture into the organization by holding people accountable to customer commitments. Escalates customer issues when necessary to appropriate H2scan management.
12. Provides clients with technical support as needed, and relays information to H2scan's development teams for ongoing maintenance and roadmap consideration.
13. Perpetually shares learned experiences to advance group knowledge. Also provides customer feedback and application trends to marketing and product management team.
14. Supports testing of new or existing products to ensure they work in applications as intended.

15. Maintains knowledge of competitor products, advancements in the Hydrogen industry as well as sensing and analyzer technologies.

16. Develops tools to automate the mapping of customer use-case environments to H2scan products.

Essential Qualifications, Skills & Experience

1. Bachelor's degree in engineering (or equivalent with relevant experience).
2. Familiarity and experience with gas sensing, in particular Hydrogen applications is advantageous.
3. Experienced at engaging customers at multiple levels and functions (e.g., operating, engineering, maintenance, and management) within customer or prospect organizations.
4. Knows how to communicate with customers on both the system and component level topics.
5. Creates Believability, Likability and Trust with customers.
6. Demonstrated capacity to manage multiple simultaneous responsibilities and multi-task.
7. The candidate must be located near a major airport and is expected to travel occasionally.
8. Is intellectually curious; continuously strives to understand more about the customers applications, why and how, and looks for the best way to solve their problems.
9. Pays attention to detail - ensures all parts of the solution work as intended.
10. Can demonstrate strong problem solving and analytical skills.
11. A well-organized and self-directed individual with strong time management skills
12. Excellent communication and presentation skills. Communicates succinctly, responds to customers in a timely manner.

H2scan is a growth focused company with a bias for action and wants people with a passion to win. The successful candidate must be a self-starter, have a "get-things-done" mindset, think strategically and out of the box, but act tactically and in a structured way. The candidate is expected to drive results and will put the goals of the company ahead of personal objectives.

Benefits

- Health Insurance benefits
- 401(k)
- Life insurance
- Family leave (paternal, maternal)
- Bonuses
- Equity/stock options
- Three weeks paid vacation
- Paid sick days
- FSA/HSA

H2scan is an Equal Opportunity Employer