



## EXTERNAL JOB POSTING

### Product Support Specialist / Test Engineer

Reports To: Product Development Mgr Dept: Engineering

FLSA Status: Exempt

Full-Time

**JOB SUMMARY:** An integral component of engineering, training, and performance, the Product Support Specialist / Test Engineer will compliment activities and goals of the Product Development team. Carry-out and coordinate testing on new and existing products.

**DUTIES & RESPONSIBILITIES:** Compliment the development and implementation of engineering test plans for a particular product or problem area in accordance with established specifications, schedules and budgets. Compliment research and development of testing equipment, processes and programs.

*Specifically:*

- Complete test requirements. Help to develop, perform and direct the testing of new products and prototypes to verify product reliability.
- Prepare reports, track status, and communicate test plan results to all functional areas. Utilize targeted reports for specific departments to ensure clear understanding of test results and to provide knowledge.
- Create Corrective Actions for issues found while evaluating equipment reliability and performance; assist in exploring alternative solutions.
- Work closely with Product Management and Sales and Marketing to leverage customer and market perspective in development work and in establishing category and product line strategies (IP, Definition, Road Map and time slots), introductions and extensions.
- Support interactions between the Sales, Engineering, and Manufacturing Departments on design and feature requirements, field performance, and product modifications.
- Assist in resolving product design and/or manufacturing issues.
- Support product training, scheduling and application.
- Product support, via telephone, e-mail, and on site visits as required/directed.
- Provide dealer support through technical information, application settings, on-site review, and coordinated warranty repair and/or policy adjustment.
- Support McFarlane Sales Team in planning, coordinating, and managing demonstrations, Field Days, Farm Shows and other Special Events.
- Assist in the development and implementation of internal quality control and reliability policies and procedures.
- Active leadership role with McFarlane Warranty administration including processing, review and approval.
- Accept and engage role as application and performance expert on all McFarlane products. **Integrate key support with Design Engineering appropriately.**
- Accumulate and maintain competitive equipment data and performance profile.
- Travel as insurable, licensed driver throughout North America as required.
- Performs other assigned duties as requested

### EDUCATION & EXPERIENCE AND SKILLS & QUALIFICATION:

1. Mechanical Engineering Degree, Equipment Technology Degree, or related field.
2. Preferred 5-7 years of experience in an Engineering group, preferably in Ag Technology field, which provided experience in product design, project management, and product maintenance.
3. Working knowledge of MS Office including Outlook, Word, Excel, Access, and PowerPoint. Preferred 3-5 years of experience with CAD.
4. Familiar with a variety of manufacturing processes and materials used.
5. Hands-on experience in first level troubleshooting of electrical and hydraulics
6. Coordinate rigging and field repairs, as well as complete independently
7. Three plus years of experience in a training or technical support position preferred.
8. Ability to stay current with the competitive landscape as well as understand the customers' needs.
9. Ability to take initiative to achieve high performance level on all assigned duties and responsibilities.
10. Possess excellent written, verbal, interpersonal and proactive communication skills.
11. Ability to maintain positive working relationships with McFarlane personnel, dealers, and key end-users.
12. Ability to accept accountability for both assigned outcome-based projects and defined goals/objectives across multiple company departments.

**SAFETY / PHYSICAL REQUIREMENTS:** Must wear safety glasses while on production floor. Regularly required to stand, walk, talk and hear, is frequently required to sit for extended periods of time. Will need to travel out of WI. Uses monitors, keyboard and other office equipment. Demonstrates accountability for all safety procedures. 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 essential functions.

Compensation based upon experience. Competitive benefits offered include health, dental, vision, life and disability insurances, 401k, Paid Time Off, EAP, Paid Training Opportunities, Generous Employee Discount and more! To be considered for this opportunity please send resume to or apply in person at: McFarlane Mfg. Co., Attn: HR, 1330 Dallas St., P.O. Box 100, Sauk City, WI 53583, 608-643-3976 (fax); apply online at [www.mcfarlanemfg.com](http://www.mcfarlanemfg.com) or email to [HR@mcfarlanemfg.com](mailto:HR@mcfarlanemfg.com)