

POSITION TITLE: Project and Application Specialist
LOCATION: Waterloo, Ontario, Canada
DURATION: Full-time
SALARY: TBD
BENEFITS: Medical Insurance, Dental Insurance, Vision Insurance & Life Insurance

COMPANY BACKGROUND:

Septimatech delivers productivity improvements for packaging lines and machines worldwide. We manufacture innovative, precision engineered solutions that provide repeatable, accurate adjustment for intuitive setup, operations, and maintenance.

Septimatech Group Inc. is ISO 9001:2015 Registered and, for over a quarter century, has had experiences of working with more than 300 types of packaging machines in personal care, home and fabric care, beverage, pharmaceutical and chemical industries. We are experts in overcoming challenges that threaten up-time, throughput, product handling and overall line performance.

POSITION SUMMARY:

Responsible for managing a portfolio of assigned projects for success, including technical scope definition, project kickoff, scope validation, schedule development, design approvals, manufacturing and start-up support, and cost, schedule and change control. The Project and Applications Specialist communicates with customers and assigned team members, as well as other stakeholders on assigned projects, to lead them to successful project completion. Success will be measured in customer satisfaction, performance to budget and schedule, and quality of delivered projects as measured against Company standards. The Project and Applications Specialist is also responsible to act as a “go-to” Design resource for providing pre-sales support to Account Managers and the Proposals Group, acting as the prime technical contact and providing Design leadership and input. Where appropriate, this employee will also engage other design expertise as appropriate, to support development of new, innovative solutions to solve customer problems. The Project and Applications Specialist is responsible for achieving deadlines on assigned Projects, Design Releases, and Requests for Quote, while ensuring that internal and customer quality assurance specifications for all projects. The employee may work closely with upper management to make sure that the scope and direction of each project is on schedule, as well as other departments and the customer for support and continued project progress.

In addition to these duties, the Project and Applications Specialist will contribute to Strategic and Continuous Improvement activities to improve the effectiveness, efficiency and responsiveness of the company, specifically in areas of Project Management, Design, and Vendor Development.

RESPONSIBILITIES:

- Responsible to plan assigned projects by:
 - validating the project scope for technical, schedule and budget accuracy
 - creating a work plan based on the as-sold proposal that details the activities required to complete project, interim milestones, and required resources to complete
 - Preparing customer-facing schedules, Issues Lists, Test Plans, Approval Sign-off, and other documentation as required to clearly track project progress

- During project execution, assume role of Customer Representative during internal team meetings and project reviews, ensuring that the technical solution and schedule will meet the customer requirements and expectations as understood and defined in as-sold documentation. Applies judgement and knowledge to anticipate and identify potential customer issues, and proactively drives them to closure
- Effectively uses leadership skills to proactively seek consensus amongst internal stakeholders and departments in areas such as schedule and cost, keep employees motivated, resolve conflicts and make decisions.
- Works with appropriate managers to identify internal staff or vendors with appropriate skills for the project activities, and leads project members and vendors according to the established policies and practices of the organization, ensuring all project members receive an appropriate orientation to the project.
- Monitors project progress against the project plan in areas including design, procurement, manufacturing, preliminary and acceptance testing. Regularly issues internal and customer progress reports, reviews quality of work completed by team members to ensure it meets the project standards, and makes adjustments to the plan and schedule to ensure successful completion of project. Documents any gaps in, schedule, or scope performance, and proactively raises awareness and works with stakeholders to develop recovery plans.
- On pre-sales opportunities, acts as the Design Liaison for Proposal and Sales groups, providing technical support both internally and in support of customer-facing activity. Manages assigned RFQ activity, including the engagement of additional design expertise as appropriate, and ensures that sufficient detail is provided to effectively define, cost out, and describe proposed solutions. Meets the aggressive timelines required for this pre-sales activity.
- Addresses the needs of multiple competing projects, and applies judgement and understanding to seek “win-win” resolution of schedule and resource allocation conflicts.
- Responsible to actively utilize analytical skills to be able to solve problems that may come up during a typical work day. Analyzing data, situations and making decisions that affect the project on a regular basis.
- Performs all work in compliance with applicable Company standards, including in areas of Project Management, Product Development, Change Control, and others as applicable.
- Responsible for managing preparation of requirements, concept design, risk assessment, final design, cost-effective manufacture, conformance to meet performance requirements and project installation at Customer facilities. This may require liaising with customers, suppliers, project managers, designers, engineers and legislative bodies to ensure all requirements of fit, form and function are met in accordance with the project.
- Travel to customer sites will be required for application and site reviews, equipment inspection and measurement, project reviews, installation project support, or other reasons. This may include local and international travel, occasionally on short notice.
- Actively supports Quality Assurance activities for assigned projects, as well as any pre-shipment testing or inspection required by the customer.
- Responsible for using Solid Works, web conference software, Microsoft Office Products which are used in the project management, design, analysis and illustration of product and shared with customers.
- Responsible for preparing SGI product “White Papers” as required from time to time.
- Prepare proposal of reports for such things as IRAP, SRED or others.