

Job Description

Senior Field & Applications Engineer

Operations Department

The Role

The Senior Field and Applications Engineer is a hybrid position, supporting both our Field Operations and Engineering departments at our three sites in Oxford. The role requires considerable hands-on, 'real-world' technical and operational experience of working with valves and other flow control and pressurised equipment in and around hazardous environments.

The Person

The Senior Field and Applications Engineer will have excellent cross-functional communication and coordination, working proactively to ensure that the anticipated 'real-world' experiences of the customer are effectively represented within key business processes. The Senior Field and Applications Engineer has a commercial mindset, and an ability to recognise when sales opportunities present themselves in the Field.

Responsibilities

- Lead, plan and coordinate all field operations activity, ensuring adherence to the company's safety, operational and quality procedures
- Lead by example and encouraging others to adopt and adhere to a robust safety culture
- Manage the installation, commissioning, and maintenance of Oxford Flow products globally, ensuring that projects run smoothly, from installing equipment and new technologies to directing personnel on site
- Work with the customer and in-house BD responsible to secure agreement on pass / fail criteria for trials
- Develop and maintain a detailed operational knowledge of all Oxford Flow products
- Fully understand the customer's operational requirements and the capabilities of the Oxford Flow products in order to ensure that the installed products meet and exceed customer expectations and feed back any first (and subsequent) deployment issues into the improvement log process, engineering and manufacturing teams
- Engage with customers at operational and technical levels in order to support customer adoption and acceptance of Oxford Flow products
- Attend site operations where required to support the effective deployment of Oxford Flow products
- Ensure that product quality non-conformance incidents, faults, customer complaints etc. are input into the Product Improvement Log process. Work with the engineering, QHSE and production teams to progress actions when required

- Effectively record and report operational activity, ensuring that lessons learned and in-field experiences are effectively fed back into manufacturing, QHSE and engineering
- Provide after-sales support and be the first point of contact for customer support queries that are technical in nature
- Train Oxford Flow staff, distributors and customers in all aspects of valve operation and maintenance
- Monitor field trial performance against success criteria, data analysis and report writing
- Provide relevant industrial experience, competitor product knowledge and 'real-world' application insights into the review of customer sales enquiries at the weekly BD customer enquiry review meetings
- Engage with the rest of the Engineering team and manufacturing teams to explore and verify the suitability of existing products for use in new customer applications, or propose the modification of existing products to meet new functional requirements that meet the needs of the customer
- Feed relevant details of customer enquiries into the Product Roadmap process with suggested new product development ideas that could satisfy customer requirements
- Provide industrial experience, competitor product knowledge and 'real-world' application insights into the review of customer sales enquiries
- Lead the review in sourcing a solution through applications engineering or product development in circumstances where existing products are deemed unsuitable for use in new customer applications
- Take ownership of the link between the Business Development and Engineering department, ensuring support is requested from product technical leads within the Engineering team to respond to customer enquiries
- Ensure Oxford Flow is represented both in the office and production facility, as well as with our customers in the field

Required Skills and Experience

- Experience with valves/regulators in Gas Networks, Oil & Gas or Process Industries
- Mechanical Engineering qualification or demonstrable industry experience
- Highly technically competent to facilitate the installation, commissioning, and maintenance of Oxford Flow products globally
- Excellent interpersonal skills with the ability to understand clients' technical issues and troubleshoot
- Technical Report writing and data analysis capability
- Clear communication skills and patience in order to train customers to a high standard that they feel comfortable using Oxford Flow products
- Strong safety awareness culture with excellent communication skills and effective organisational and planning competencies
- A proactive, customer-centric approach is required in order to fully understand, anticipate and overcome operational challenges, along with a firm commitment to ensure reliable product performance at all times



- Experience with CAD, P&ID would be beneficial
- Experience using SCADA systems, PLCs, RTUs, and Remote I/O is desirable
- A passion for working mechanically
- Be highly engaged and flexible to travel to different sites, potentially at short notice