



Job Description

Applications Engineer, Digital Solutions

ABOUT APANA

Apana offers Water-Efficiency-as-a-Service solutions to commercial and industrial facilities enabling them to manage water user like never before. We use digital transformation technologies like IoT, stream processing and cloud-based applications to bring the Apana solution to life. Apana offers unique exposure to the world of IoT-driven digital transformation solutions. As a web developer, your primary focus will be developing Apana's water management platform with the mission of changing the way businesses manage water.

POSITION TITLE

Applications Engineer, Digital Solutions

REPORTING TO

VP of Sales and supporting the VP Customer Success

LOCATION

Remote

THE OPPORTUNITY

Apana is seeking an Applications Engineer, Digital Solutions as its business continues to expand. This role will become Apana's technical expert for the solution and platform and will be the liaison between Apana's Customers and internal engineering, production, and project management. Working closely with Sales, this individual will possess a high degree of Customer intelligence and will quickly adapt Apana's solutions to the end-needs of the Customer.

The Applications Engineer, Digital Solutions is the key ingredient as it relates to continued growth and success. Having the technical know-how to adapt Apana's technology to a given environment while also possessing sales acumen and the ability to explain complex solutions in a simplistic manner.

Competencies and Responsibilities include, but are not limited to, the following:

- Seasoned Working in Industrial Environments: Knows the way around and can navigate industrial environments of varying complexity, understands utility infrastructure, knowledgeable of water-related assets (cooling towers, boilers, water heaters, water softeners, RO systems, etc.), able to develop good rapport with Facilities and Operations management, and able to effectively coordinate with Customers' construction management, subcontractors, and procurement personnel.
- "Go-to" Expert and Learner: Quick learner with the ability to drive insights both internally and externally to deliver the right Customer outcomes. Can easily learn all functions of site assessments,

site design, installing, commissioning, and operating Apana's proprietary system (meters, telemetry, platform, analytics, reporting).

- **Solution Architect:** Can develop technical assessments, bids, and proposals for Customers within complex site conditions. Able to prioritize and right-size solution to determine scope of work and bid. Find the right amount of information to be successful at this task both onsite and remotely.
- **Sales Savvy:** Understands Sales teams, goals, and culture. Previous success supporting Sales teams in achieving Sales targets. Able to have Sales Goals be the compass for performing this position.
- **Customer Service Mindset:** Support Customer needs with on-call technical expertise and domain knowledge. Lead installation planning and resolution for Customer problems.
- **Great Communicator – Oral and Written:** Ability to draft and present technical presentations while supporting Sales. Comfortable with tone and content for communication.
- **Resourceful:** Can figure out ways to gather needed information in abstract scenarios to make decisions. Comfortable in a start-up environment and being an individual contributor.
- **Drive Company Innovation:** Drive company to be more competitive. Keep track of competitive products and means and methods landscape. Explore partnership and reseller options to reduce costs.
- **Teacher:** Able to teach (and teach the teacher) the right amount of information to all types of Customer stakeholders, Customers' staff, partners, and contractors. Maintain all installation and other required documentation.

BACKGROUND REQUIRED

The ideal candidate for the Applications Engineer, Digital Solutions role will possess a background that includes technical and sales competencies in and around IoT / IIoT / Remote Monitoring or Smart Technology that relays and provides real-time data on a system or facility. Additionally, the elements below are a strong preference:

- Bachelor's Degree in Engineering, Science or related discipline from an accredited university or equivalent combination of education, training and experience. (i.e., working within an engineering / installation trade)
- Ability to interface with cross-functional teams and all levels of personnel / management.
- Strong problem solving and analytical skills.
- Solid organization and time / project management skills.
- Effective verbal and written communication skills.
- Able to work independently and manage multiple responsibilities (i.e. self-starter, self-motivated).

COMPENSATION

A competitive compensation and benefits package will be provided.

TRAVEL

As needed. Estimated to be 50% and may flex from time to time.

CONTACT INFORMATION

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Hire Process

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The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. However, it should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.