



FIELD SERVICE ENGINEER

Updated April 2021

EDT Company Overview:

- EDT is a bio-industrial, value-added manufacturer of enzyme chemistries using biologically produced enzymes from renewable resources to solve traditional pulp & paper industry problems.
- Consulting and selling internationally to the world's leading pulp and paper manufacturers, EDT's customized enzyme-based treatments can improve upon or replace traditional chemistries and have superior performance and environmental benefits, helping mills reduce total costs, improve pulp quality, streamline mill operations, and enable environmental compliance.
- Founded in 1994, EDT's mission is to be the worldwide leader in providing enzyme-based solutions to problems and opportunities of the pulp and paper industry.
- EDT is committed to the concept that enzymes provide the best alternative for addressing issues for an industry based on natural materials.

Job Description:

The successful Field Service Engineer identifies the technical challenges to applying EDT's technology for specific customers, for providing technical answers and implementing them at the customer's facility.

Field Service Engineers works closely with other members of EDT's field sales/service group, product management, production, logistics personnel, and management on issues relating to the development of products and the ongoing provisioning of technical service.

This role assists with field service at domestic and international customer sites. Field Service Engineers are expected to travel to customer sites as needed, approximately 35% of their time.

Specific Responsibilities:

- Gather information and identify technical issues for the customer and for EDT
- Devise a solution for customer with input from EDT sales/service personnel and assistance from other laboratory personnel
- Drive problem solving process through the EDT product and application development process
- Participate in, and support, mill trials of EDT's technology
- Provide ongoing technical assistance to customers, including EDT's value-oriented role as a consultant to mill management
- Perform data analysis of a mill's performance and correlate cause and effect to understand EDT technology's impact
- Develop laboratory methods and procedures that lead toward improved application development
- Maintain high customer satisfaction with EDT
- Be flexible to support the varied needs of a growing company.

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Job Qualifications:

- Technical undergraduate engineering degree required: pulp and paper science, chemical engineering or mechanical engineering are preferred
- Experience in a position where the individual gained knowledge of pulp and paper mills or other plant operations is beneficial
- Candidate must be able to travel freely inside and outside the United States with all proper credentials and be comfortable working on-site at customer locations
- Special interest for native Spanish or Portuguese speakers
- Must be able to pass a pre-employment drug and background check and have a valid driver's license

Key Skill Areas:

- Technical knowledge
 - Experience in fluid handling systems
 - Strong lab and chemistry skills
 - Adept at utilizing chemistry laboratory instruments and interpreting / analyzing results
 - Pulp and paper knowledge is preferred
- Computer skills
 - Advanced competence in Microsoft Office programs, particularly Excel, PowerPoint and Word
 - Strong data analysis skills
- Interpersonal and communication skills
 - Ability to work independently or as part of a team
 - Must be able to speak convincingly with technical managers and production people concerning objectives, chemistries in use, and equipment operation
 - Excellent listening and communication skills; able to understand stated and implied issues and concerns
 - Demonstrated ability to influence and persuade others
 - Effective email/voice mail communication
 - Evidence of strong time management skills

Compensation Package:

- An exciting career with a team who share a common purpose, work hard, have fun, grow professionally, and exude an entrepreneurial spirit
- Monetary compensation is competitive with equivalent career options, however, bonuses and options present the opportunity for considerably higher reward based on individual and company performance
 - Base salary is commensurate with position, skill level and experience
 - Potential bonus linked to individual and company performance
 - Annual grants of EDT options linked to his/her total compensation level
- Health insurance package including medical, dental, disability and life insurance and Health Savings Account support
- Retirement plan (SIMPLE IRA)
- Employee Assistance Program (EAP)
- Ongoing formal and informal professional development
- Conference luncheons
- EDT-branded attire

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