

Equilibar Application Engineer

Job Location: Fletcher, NC

Position Type: Full Time hybrid

Reports to: Product Manager/ Senior Application Engineer

Purpose

To drive Equilibar sales growth by helping scientists and engineers around the world solve their fluid control challenges using Equilibar's innovative valve technologies. Our custom back pressure regulators and flow control valves are used globally to enable customers to succeed in their research and engineering missions. Much of this work is done by fielding phone calls, discussing application requirements with clients, and then constructing and issuing precise quotations. You will work closely with customers and distributors to identify the best fluid control solutions for their needs and provide bespoke technical support, balancing response time, problem ownership, value, and the strategic nature of each client.

Performance Expectations

Provide customers with detailed, timely, and carefully thought-out solutions to their problems and deliver personalized technical support, primarily through phone and email communication, supported by quotations and technical documentation.

Customer Focus

- Efficiently determine solutions for customers based on technical and engineering concepts, especially around valve performance and fluid control.
- Spend much of your time on the phone or emailing with customers, gathering application details, clarifying requirements, and recommending solutions.
- Translate application requirements into accurate, timely quotations using the tools and process systems in place.
- Understand regulations and design requirements to guide customers in specification requests.
- Filter and prioritize multiple customer projects.
- Gather and communicate needs between customers and design engineers to support custom valve solutions.
- Identify market and application trends in valve and fluid system technologies.
- Brainstorm new ways Equilibar valves can be applied to emerging applications.
- Develop base proficiency in physically operating and testing valves to provide solution support when needed.
- Support the proliferation of new Equilibar valve products in the market.
- Assist senior sales manager in developing tools and analysis for product management decisions.
- Travel and visit clients occasionally, as required.

Team Focus

- Complete ISO9001 Quality System tasks within your skills.
- Assist customer service with support cases, RMAs, and other tasks within your expertise.
- Support marketing with videos, technical documentation, trade shows, interactive demos and other tasks related to valve technologies.
- Assist with ERP quoting tool management (NetSuite configurator).

Growth Mindset

- Take on challenges with curiosity and continuous learning.
- Apply innovative, outside-the-box thinking in applying Equilibar's valve technologies to help clients succeed in fluid control applications.
- Communicate clearly and proactively with your supervisor about issues, status, and progress on projects.
- Encourage safe work practices and habits.
- Be accountable for completing and following up on agreed-upon tasks in a timely, proactive manner.

Qualifications & Skills

- **Education:** Bachelor's degree in engineering, or a related technical field.
- **Experience:** 0–2 years in manufacturing, product support, or B2B sales.
- **Technical Skills:**
 - Proficiency in Microsoft Office and the ability to manage and analyze large datasets.
 - Strong written and oral communication skills, with the ability to present technical information clearly and effectively.
 - A solid understanding of fluid dynamics concepts (pressure, flow, density, viscosity) and how they apply to valve performance in practical scenarios.
 - A proactive mindset and a drive to take ownership of your projects.
 - A willingness to travel occasionally to meet customers and collaborate with teams.
- **Soft Skills:**
 - Curiosity and a customer-first mindset
 - Strong communication skills for technical and non-technical audiences
 - Team player with the ability to work across disciplines

Other Information

- 70% Application Engineer duties, 15% Application Testing/Tech Marketing activities, 5% ISO related tasks, 5% assisting strategic customer initiatives, 5% (other)
- Metrics based on the company's sales order goals.

Why choose Equilibar?

Equilibar is committed to fostering a culture of growth mindset and creating an environment that values curiosity, respect, and grace, ensuring that every team member's behavior positively impacts our collective success.

Our benefits include:

- Comprehensive health insurance including medical, dental, vision
- Paid time off and holidays
- Matching 401K program
- Tuition assistance & continuing education
- Enjoying the stunning outdoor and cultural offerings of Asheville, NC.

Ready to Make a Change? If you're curious, innovative, and eager to tackle challenges head-on, we'd love to hear from you. Please send us **your resume** along with a **cover letter** detailing how your work history and education make you a good fit for this position, and what excites you about this opportunity to careers@equilibar.com