



FIELD SERVICE ENGINEER POSITION

Updated March 2013

EDT Company Overview:

- EDT is a bio-industrial company that uses biologically produced enzymes from renewable resources to solve traditional industrial problems.
- 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.
- EDT is a value-added manufacturer of customized enzyme-based treatments that improve upon or replace traditional chemistries. Our formulations deliver superior performance and environmental benefits.
- EDT offers customized applications to reduce total mill costs, improve pulp quality, streamline mill operations, and enable environmental compliance.
- EDT was founded in 1994, is headquartered in Norcross, GA, and sells internationally to a variety of pulp and paper manufacturers.

Job Description:

- Field Service Engineer is responsible for identifying 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 Engineer will work 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.
- Individual will assist 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 customer/EDT
- Devise a solution for customer with input from EDT sales/service personnel and assistance from other laboratory personnel
- Drive problem solving process through 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

FIELD SERVICE ENGINEER POSITION – *Continued*

Key skill areas:

- Technical knowledge
 - Fluid handling systems
 - Strong lab skills
 - Math and statistical analysis
 - Chemistry
 - Pulp and paper knowledge is a plus
- Computer skills
 - Spreadsheet, word processing, graphics presentation generation
 - Data Analysis
- Interpersonal skills
 - Ability to work independently or as part of a team
 - Listening – seeks to understand both stated and implied issues and concerns
 - Persuasive communication skills
 - Effective email/voice mail communication
 - Time management

Job Qualifications:

- Technical undergraduate engineering degree required: mechanical engineering, chemical engineering, or pulp and paper science
- Must be able to speak convincingly with technical managers and production people concerning objectives, chemistries in use, and equipment operation
- Experience in a position where individual gained knowledge of pulp and paper mills or other plant operations is beneficial
- Candidate must be able to travel and be comfortable working on-site at customer locations
- Special interest for native Spanish speakers

Compensation Package:

- A career with a team who share a common purpose, work hard, have fun, grow professionally, and exude an entrepreneurial spirit
- Monetary compensation is set on par 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
- Retirement plan (SIMPLE IRA)
- Conference luncheons
- Employee Assistance Program (EAP)

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