

## **Application Engineer**

### **Company Description**

Cognition is a small, but growing company that provides a flexible, diverse, and exciting work environment. Cognition provides a suite of software tools to help medical device, pharmaceutical, and combination product companies capture and model all aspects of Design Controls, Risk Management, and Systems Engineering deliverables for regulatory submission and approval. We provide consulting services and training in the deployment and use of these solutions.

Our flagship platform, Cognition Cockpit, provides a robust, online environment for both large and small companies. Cognition also develops regulatory and ISO standards-based templates which are embedded in Cockpit to guide users towards compliance.

### **Overall Job Responsibilities**

The Application Engineer will work with the Cognition team to bridge the gap between client side product development teams and the suite of Cognition products, primarily Cognition Cockpit. As the principal point of contact for our clients, the Application Engineer's main goal is to understand and effectively communicate the clients' needs in order to make their implementations of Cognition products as successful as possible. This may include demonstration, training, white boarding, strategizing, and configuration of Cognition products. The goal should always be to present Cognition products in a positive but honest light and develop real, genuine relationships with our clients. Travel to the client site is required as necessary. Client side product development teams typically consist of engineers, managers, quality assurance, and regulatory experts.

Systems engineering is the true backbone of the Application Engineering team and is essential for many aspects of the job. The Application Engineer must utilize systems engineering techniques, tools, and terminology to communicate effectively and create product development solutions with Cognition's products.

The Application Engineer must be able to speak to the depth of capabilities of Cognition's products and act as a liaison between the client side product development team and Cognition's software development team in an effort to complete a successful implementation. When necessary, the Application Engineer may create or debug configurations that require minimal software scripting.

The person who fulfills this position is expected to:

- Ensure all customers are as successful as possible with Cognition products
- Effectively communicate customer needs to the sales, marketing, and software development teams
- Be a motivated individual who will drive their tasks to completion with minimal supervision
- Assist the sales team with prospects evaluating Cognition products
- Help onboard new customers
- Provide engineering services to improve customers' success with Cognition products
- Provide regular training classes and seminars
- Work with the marketing team to help develop content
- Attend conferences to provide support to sales, marketing, and our customer base
- Be flexible and adaptable to meet the often changing needs of a small and growing company



## Requirements

- Bachelor's degree in engineering
- 2 to 5 years of industry experience
- Familiarity with systems engineering, design engineering, or product development methodologies
- Experience working as a part of a cross-functional team
- Excellent verbal and written communication skills
- Initiative to learn new concepts and be able to work independently when required
- Detail-oriented nature
- Ability to manage multiple tasks/projects at once
- Basic level of understanding of software scripting or coding

## Desired Experience

- Product development experience with medical device, pharmaceutical, or combination product companies
- Knowledge of requirements management and risk management software applications
- Skilled in developing relationships with customers
- Some coding or scripting experience

We value passion and an agile mind over knowledge of specific technical skills.

## Salary/Benefits

Salary is commensurate with experience.

Cognition offers a wide variety of competitive benefits to help meet your needs and to help you balance your work and personal life. Benefits include choices for medical, dental and life insurance; a 401(k)/profit sharing plan; disability plans; and a flexible holiday and paid time off program.

*Cognition does not sponsor applicants or employees for employment visas. Being authorized to work in the United States is a precondition for hiring for this position.*

**Job Location:** Lexington, MA

**Company URL:** <http://www.cognition.us>

**Contact:** [resume@cognition.us](mailto:resume@cognition.us)

