Phoenix Contact	
PRODUCT APPLICATION ENGINEER	
	PXC PD 2.11

POSITION SPECIFICATIONS

Position Reports To	National Marketing Manager
Direct/Indirect Reports	N/A
Financial and/or Other Delegation/s	As per Company Policy
Version	November 2025

SCOPE OF THE ROLE

The Phoenix Contact Product Application Engineer is responsible for providing technical expertise and application support for industrial automation solutions, networking infrastructure, and safety systems. This role bridges the gap between product management, sales, and customer implementation by ensuring optimal application of products in diverse industrial environments. The engineer will work closely with customers, internal teams, and partners to deliver innovative, reliable, and compliant solutions that meet industry standards and customer requirements. Responsible for training internal and external stakeholders in the Phoenix Contact Automation, Networks and Safety product range.

KEY RESULT AREAS AND SUPPORTING RESPONSIBILITIES

TECHNICAL

- Deliver pre-sales and post-sales technical assistance for automation, networking, and safety products.
- Provide regular training and technical support for internal teams and external stakeholders (distributors, integrators, end users) on the Phoenix Contact product range.
- Conduct product demonstrations, workshops, and presentations (including Complete Cabinet Confidence) for key stakeholders.
- Offer help desk support and on-site assistance, including testing and commissioning.
- Assist sales teams with technical specifications, major quotes, and solution sales.
- Manage major VAC projects and coordinate multiple project schedules.
- Develop and maintain project charts, ensuring milestones across design, procurement, manufacture, and installation are met.
- Implement projects from design through integration, including configuration, testing, troubleshooting, and problem-solving in both test and live environments.
- Prepare technical drawings using AutoCAD or similar tools for internal and external customers.
- Ensure compliance with reporting requirements, risk management fundamentals, and WHS policies.
- Monitor budgets, cost control, and variations, and report on project progress.
- Liaise with Product Management on new product releases and provide feedback for product enhancements.
- Work closely with test engineers, consultants, software developers, and customer testing teams to ensure seamless integration and functionality.
- Support tender processes by reviewing and responding to technical requirements on an ad-hoc basis.
- Perform additional tasks as required to support business objectives.

COMMUNICATION:

- Actively participate in formal and informal communication to further the aims of the individual, the team and the company.
- Seek out information required to perform tasks effectively and efficiently and to better understand your job, the business and the environment in which we operate.
- Communicate with all other employees with respect and integrity.
- Attend regular team meetings/information sessions.
- Commit to listen and understand others, act on ideas and suggestions, share relevant and accurate information and provide timely feedback when required.

WORK HEALTH AND SAFETY:

Contribute to the provision of a safe working environment by:

- taking care to protect personal health and safety at work
- not adversely affecting the health and safety of other employees
- identifying and rectifying where possible, hazards in the workplace
- complying with all reasonable instruction and safety using equipment provided

- reporting any incidents or near misses which may occur
- complying with all company policies and procedures.

QUALITY / CONTINUOUS IMPROVEMENT:
- Actively support the requirements of company Quality systems by maintaining Company documentation and procedures.
- Continually review work practice and recommend ways in which practice, systems and/or processes can be improved.
- Participate in activities that address improving performance and actively promote improvement.
- Improve both internal and external customer focus.

PRIVACY RESPONSIBILITIES:
- Any personal or sensitive information collected in the course of performing your duties is to be used only for the purpose for which it was collected.

ENVIRONMENTAL SUSTAINABILITY AND MANAGEMENT
- Comply with relevant Australian Government environmental legislation, regulations and policies and other leading practice requirements to;
- Consider sustainability issues in the planning and management of Phoenix Contact Ltd activities;
- Prevent pollution; minimise waste and greenhouse gas emissions; and minimise our consumption of energy water and natural resources; through both technical and staff-based initiatives
- If applicable to your position or area of responsibility, set, meet and periodically review environmental objectives and targets;
- Adhere to the principles of the *Environmental Policy*
- If required, communicate the *Environmental Policy* and Environmental Management System to staff, contractors, suppliers, consultants and volunteers;
- If required, provide environmental awareness and training to ensure staff throughout Phoenix Contact are aware of their environmental roles and responsibilities;
- Play a role in striving for continual improvement of environmental performance through the monitoring of our achievements on a regular basis and reporting to relevant stakeholders.

PHOENIX CONTACT CODE OF CONDUCT
- Adhere to the principles outlined in the Phoenix Contact Group Code of Conduct.
- Consider the code of conduct in the planning and management of Phoenix Contact Ltd activities by:
  - Making decisions and conducting activities within established guidelines.
  - Demonstrate respect, fairness, and integrity as the foundation of all your daily interactions.
  - Adhering to occupational health and safety requirements as per relevant Australian Government legislation.
  - Safeguarding the personal data entrusted to you by others.
  - Respecting and maintaining the integrity of fair competition.
  - Avoiding any conflicts of interest between private and business interests.
  - Exercising diligence when handling relevant information, expertise, and intellectual property belonging to Phoenix Contact and third parties, while implementing appropriate protective measures.
- If required, communicate the *Phoenix Contact Group Code of Conduct* to staff, contractors, suppliers, consultants, and volunteers.

SUMMARY OF KNOWLEDGE, SKILLS AND COMPETENCIES REQUIRED

KNOWLEDGE, QUALIFICATIONS AND/OR EXPERIENCE:
- Tertiary qualifications in Electrical/Electronic Engineering or a related discipline.
- 3+ years minimum experience in a technical support role.
- Strong understanding of industrial automation systems (PLCs, SCADA).
- Understanding of high-level programming languages (e.g. C++, HTML5, Python)
- Expertise in industrial networking protocols (Ethernet/IP, PROFINET, Modbus).
- Familiarity with cybersecurity principles for industrial networks (e.g. IEC 62443)
- Knowledge of functional safety standards (ISO 13849, IEC 61508).
- Certifications in industrial networking, or automation technologies (e.g., Cisco Industrial Networking, IEC 62443) will be highly regarded.
- Experience using electrical CAD platforms (e.g. AutoCAD, EPLAN)
- Experience using network monitor tools (e.g. Wireskark)
- Knowledge of AS/NZS 3000 standard
- Active White Card
- Microsoft Office Suite

SKILLS AND COMPETENCE:

- Ability to make decisions
- Problem-solving and analytical thinking
- A high level of skill in written and oral communication
- Results/Achievement orientation
- Time management, particularly the ability to prioritise
- Professional approach
- Planning and organisational skills
- Project management
- Numerical skills
- Commercial awareness
- Customer service orientation

EMPLOYEE ACKNOWLEDGEMENT:	
Incumbents Name	
Signature	
Manager's Name	
Signature	