



Swagelok Louisiana

Job Description

Position Title:	Technical Training Specialist	Location	Baton Rouge, LA
Department:	Engineering	FLSA Status	Exempt
Reports to:	Engineering & Services Manager	Last Revision:	September 2024

About Swagelok Louisiana

Swagelok Louisiana provides critical fluid system products, assemblies, training, and services to customers in a variety of markets including oil & gas, refining, chemical, midstream, power and transportation industries. We are the independently owned and authorized sales and service center for Swagelok® in Louisiana and portions of Mississippi. Swagelok Company is a \$2 billion, privately held company, headquartered in Solon, OH. Swagelok® designs, manufactures, and delivers an expanding range of the highest quality fluid system products and solutions.

Position Summary

The Technical Training Specialist is a key role responsible for two main areas: Training Program Management and Course Instruction. This individual will manage the full portfolio of training offerings for our customers—with a primary focus on the Oil & Gas industry—and will develop new content to address the evolving needs of the sectors we serve. The role supports the sales team throughout the sales process, ensuring the seamless integration of our training programs into our customers' workforce.

The goal is to solve a growing need of our customer base of lost knowledge and increase the training program footprint in our service area. Additionally, the Technical Trainer will oversee internal technical training for our team, ensuring staff are equipped with the knowledge and skills required for success.

The Technical Training Specialist will deliver instruction on both current and newly developed courses, including product installation practices and other fluid system-related concepts. This individual will also apply technical knowledge in the field, providing hands-on inspection services to customers, further enhancing the value of our offerings. This role requires a dynamic individual with a strong technical background, excellent communication skills, and the ability to manage and deliver complex training programs.

Expectations

- Delivering training seminars in various subjects of both technical product and applications enhancing the reputation of our company in the marketplace.

- Contribute to the continuous improvement of our training services through review, development and enhancement of our materials to ensure ongoing accuracy and high levels of quality for our customers.
- Liaison and partner with Swagelok Corporate on enhancing current offering and developing new courses.
- Work with sales force to increase adoption of Swagelok training programs at target accounts.
- Provide technical training to internal associates.
- Administration of the training programs and associated course paperwork that is involved.
- Classroom set up, management of stock and materials, maintenance of tools, equipment and facilities.
- Support customers in the field as required with on-site inspection services to review installation practices of fluid system components.
- Answer customer questions regarding the technical aspects of Swagelok products, applications, and the practical uses in the field.
- Use customer and prospect contact activities tools and systems to update and maintain accurate and current information.
- Ensure a thorough working knowledge of all the Company's products and services and a full understanding of their technical attributes.
- Keep knowledge current through corporate training seminars and product training events utilizing appropriate corporate training materials and participation in Company sales meetings as appropriate.
- Liaise with our technical centers and head office to ensure we are tapped into their capabilities and positioned to utilize their support when needed
- Acquire and develop all the necessary presentation, product and technical skills, utilizing the Company's personal development programs.
- Actively contribute to any tasks or projects that are assigned to you, ensuring that you complete to a high standard in line with agreed deadlines.

Position Requirements or Qualifications

Education:

Bachelor's degree from accredited university preferred. Associate's degree in engineering or related technical field accepted.

Experience:

- Minimum of 3 years' experience in training capacity, preferably in fluid control systems or similar industrial industry
- Familiarity with pressure, level, temperature, flow, and fluid dynamics a plus
- Background in refinery, chemical, oil & gas, or manufacturing operations
- Ability to quickly grasp complex technical concepts and make them easily understandable
- Practical technology aptitude to understand industry products, application of process and flow of information being documented
- Good written and verbal communication skills with the ability to communicate both internally and client-facing
- Must be able to set goals, prioritize multiple objectives with various deadlines, and independently manage projects

Skills:**Essential:**

- Good communications skills, both written and verbal with excellent presentation skills
- Strong skills in MS office suite. (PowerPoint, Word, Excel, Outlook)
- Ability to work with common hand tools, and specialized tools after training
- Good time-management skills
- Work effectively in a team environment

Desirable:

- Experience in tubing and fluid system applications, specifically instrumentation
- Occupational experience working with instrumentation, valves and tube fittings
- Professional training qualification

Critical Competencies:

- Understanding of the importance of personal development and ability to work toward achieving agreed actions
- Experience of working with technically diverse team members.
- Proficient with IT packages and systems
- Excellent organizational and problem-solving skills.
- Ability to work under pressure to strict deadlines.
- Communicate effectively across the organization.
- Monitor and implement current trends in technical advancements.
- Understanding about their market and competitors' products.
- Enjoy networking and meeting new people.
- A positive attitude to all aspects of the role
- Self-starter and at ease in a team environment

Must demonstrate personal values that are aligned with Swagelok Company Values

Physical Requirements:

- Be able to work in office, shop and plant environments.
- Employee is regularly required to talk or hear, stand, walk and sit.
- May need to carry sample cases and catalogs weighing less than 50 pounds.
- When visiting some plants, may be required to have a clean-shaven face, wear fire-resistant clothing and/or other PPE.
- A field-based environment. Travel within sales area of Louisiana and portions of MS. Occasional travel outside of area for events, training, and networking opportunities. This environment could fluctuate based on location.