

JOB DESCRIPTION

Job Title:	Customer Support Engineer – ViaLite Communications
Purpose of Job:	To provide pre-sales and post-sales technical support to customers. Ensuring that customers are given a high level of customer service from early stage requirements capture & product demonstrations through to after sales service. To provide support to Business Development Managers (BDM) and Product Managers
Location:	Shrivenham Hundred Business Park, Watchfield, Swindon, SN6 8TY
Reporting to:	Director of Sales - ViaLite

RESPONSIBILITIES:

Sales Activities:

- Providing technical pre-sales support to Sales team Customers and distributors in cooperating with Product Management & Engineering to identify/enable solutions to meet customers' requirements, including basic systems design and **ViaLite** product application
- Providing technical post-sales support to Sales team Customers and distributors, supporting from the office and Customer on-site. Including on-site commissioning and fault finding, on-site reports, and entering products into RMA
- Preparing and testing demo kits, and presenting to Customers. Assist in management of demo stock
- Attending Sales customer meetings, as well as supporting marketing activities including Exhibitions and Trade Shows, to present **ViaLite** technical solutions.
- Assist Product Manager with development of technical knowledge base
- Train and update Sales team and distributors on **ViaLite** product updates
- Other projects relating to specific customers or specific products as required by the business

General Activities

- Cover for supporting sales technical calls
- Other tasks that may be needed to support the business

SKILLS/EXPERIENCE/QUALIFICATIONS

- HNC / HND / Degree ideally in Electronics
- Minimum of 2 years post qualification experience, ideally with some experience in either RF or Fibre Optic engineering from industries including; Satellite Communications, Broadcast, Military Communications or GPS infrastructure
- Good written and spoken English
- Warm outgoing personality
- Enthusiastic about customers and their needs
- Excellent Visio, Excel, Word, and general IT skills
- Willingness to travel extensively to meet with customers and distributors

REQUIRED BEHAVIOURS:

- **Customer Focus** – Understand that *ViaLite* customers demand superior performance, high reliability products, and customer centric approach. Be prepared to visit interesting and challenging customer environments
- **Flexibility** – Be able to juggle many projects and requests at the same time. Be able to travel UK and overseas (including long-haul), sometimes up to 2 weeks in each month.