

You are an experienced professional, having a technical university degree and looking for a new challenge at an international technology manufacturer? Then we're looking exactly for you!

Silex Technology is an internationally successful provider of innovative and reliable device network connectivity with its parent company in Japan and other offices in the US, Germany, India and China. We are expanding wired and wireless networking devices and machines to provide our customers the experience that their products are reliably networked and maximally available with Silex technologies - When It Absolutely Must Connect. Since 2003, Silex Technology has seen continuous growth in Europe, a trend that is currently accelerating rapidly. We also want to grow in terms of personnel for the further expansion of the business.

To strengthen our team in Germany, we are looking for a

Field Application Engineer (m/f/d)

What we offer:

- Permanent employment contract
- Working in an agile, international environment
- Wide diversity of work areas, self-responsible work and design options
- Attractive career development opportunities in one of the growth industries of the next decades
- Flexible working hours, flat hierarchies

Responsibilities:

The Field Application Engineer's (FAE) primary purpose is to engage with the Silex OEM customers and develop successful strategies to solve their technical needs with Silex products and services. The FAE will work with the Support team and provide a full life cycle support plan for each customer program. This starts with initial customer contact (Pre-sales), through design win, and into production. The position requires a proactive/persistent person, who has know-how in WiFi and Networking and is an excellent team-player capable of working closely with sales, engineering, business development and customers to manage and facilitate successful customer engagement. The FAE reports directly to the Director of Sales.

What activities will be expected in the role:

- Supporting Sales by attending on-site customer meetings, conference calls and providing responses via email.
- Support sales team during development of an opportunity to ensure the best technical solution is identified for the customer.
- Qualification of incoming leads to identify most attractive projects for Silex utilizing the Silex Salesforce and Hubspot IT tools.
- Communication of Silex's product and services benefits. Sharing Silex's partner philosophy and demonstrating the highest level of support.
- Develop key technical relationships with customers and internal engineering teams.
- Provide guidance and insight into the best use of embedded hardware (CPU, WLAN, BT, etc.) and operating systems (Linux, Windows, RTOS).
- Create and hold technical presentations.
- Technical Training for the Sales Team.
 - Internal
 - Channel Sales
 - Partner Events
- Responsible for technical meeting notes during customer conference calls and meetings.
- Responsible for customer issue/question tracking spreadsheet of opportunity status.
- Taking ownership of projects and customer technical questions and issues.
 - Presales
 - Integration
- Technical "Selling".
- Create RFQ for NRE.
- Perform trouble shooting support.
- Process and track technical support issues in Salesforce.
- Providing speedy response to customer issues/questions by managing internal and external resources and acting as the key interface to all project participants.
- Support Product Marketing with content generation and subject matter expertise. Including support for Blogging, White Papers and Application Notes.

- Technical Documentation
- Liaison between Silex Sales and the US and Japan Marketing Center for custom projects and technical issue resolution.
- Provide recommendations to make our products better and specifically tailored to our target markets, both today and 3-5 years out.
- Maintain customer records and notes within Salesforce, relating to technical information learned during customer development.
- Provide Technical Support for Silex boxed product solutions by Email and Phone including RMA and warranty request handling.
- Experience in Linux porting preferred

Qualifications and Requirements:

- Technical University Degree
- German & English speaking
- Dusseldorf Preferred, Munich secondary but open to other locations
- International business preferred
- Frequent travel required
- Previous small company preferred
- Customer-oriented and communicative

How to Apply:

We look forward to receiving your application with complete documents, including motivation letter with salary expectations and earliest starting date:

[jobs \[at\] silexeurope.com](mailto:jobs[at]silexeurope.com)

Your contact person:

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Hanns-Martin-Schleyer-Str. 3
47877 Willich

Telefon: +49 (0)2154-889670

www.silextechnology.com/de/unternehmen/stellenangebote

Zeitarbeit: halbtags bei Silex

Vertretung Auftragsbearbeitung

Vertretung Versand

Spesenabrechnungen für 3 Mitarbeiter

Telefonzentrale

Hotel und Flugbuchungen

Sachbearbeitung Salesforce CRM (Verträge, Stammdaten, Registrierungen, Opportunities)

Salesforce: standardisierte Leadverfolgung und Qualifikation

Meeting Notes bei Bedarf, english

Messevorbereitungen administrativ

Webseite – Dateien hochladen

Mit Excel Tabellen arbeiten inkl. S-Verweis und Pivot, Statistiken

Mit Powerpoint arbeiten inkl. Präsentationen erstellen

Geschäftsführung Assistenz

Haben Sie schon mal mit einem CRM oder Warenwirtschaftssystem gearbeitet? Kennen Sie Datev Auftragsbearbeitung oder Salesforce?

Wie würde ein guter Freund Ihre Arbeitsweise beschreiben?

An welchen Art Aufgaben haben Sie Spaß, welche Tätigkeiten interessieren Sie überhaupt nicht?

Welche Erwartungen haben Sie an Ihren Chef, Ihre Kollegen?

Let's speak English for a moment. Which countries outside of Germany have you travelled to for vacation or business? Do you have experience with Japanese culture? Tell us about your hobbies, interest in your spare time?

Wie verhalten Sie sich, wenn auf Ihrem Computerbildschirm eine Fehlermeldung erscheint?

Wie ist ihre familiäre Situation. Was machen Sie in Ihrer Freizeit gerne.