

Job title:	Technical Engineer
Department:	Global Land Sales/Technical Support
Location:	Eersel, The Netherlands
Supervisor:	Technical Manager

JOB DESCRIPTION

Job purpose:

The Technical Engineer provides technical support to and advises the sales department during the pre-sales process. Designs and provides solutions and system configurations based on the customer requirements. Acts as lead engineer after the sale has been completed, provides after sales support and assists customers with the operation of the services they have obtained from NI.

Duties and responsibilities:

Pre-sales engineering:

- Support account managers at customer visits
- Advise the sales department in technical matters
- Translate customer wishes and requirements into solutions
- Advise (potential) customers regarding the solution for their requirement
- Provide demonstrations of equipment to (potential) customers
- Design and document system configurations

After sales support:

- Perform site surveys
- Prepare and execute site installations
- Prepare equipment for delivery
- Optimise system configurations
- Provide technical trainings to customers
- Perform on-site maintenance
- Assist customers in operating the services obtained from NI

Technical support and activations

- Assist customers in activating products that require advanced technical skills
- Perform technical troubleshooting of faults

Other duties as assigned

Qualifications:

Experience

- Telecommunication industry technical or sales engineering role of 5 years

Skills

- Strong system design skills.
- Excellent customer services skills.
- Ability to communicate effectively.
- Strong problem solving and analytical skills.
- Working knowledge of Microsoft Office products.
- Fluent English and Dutch is required.

Training

- Telecommunications technical diploma or equivalent is preferred.

A willingness to embrace and live the core values of Network Innovations

Direct reports:

- None

Working conditions:

The position will have regular on-duty hours between 8 AM to 5 PM local time 5 days per week. The on-duty time may be adjusted slightly to accommodate coordination with the local business hours of other regions.

Physical requirements:

Normal demands associated with an office environment. Ability to work on computer for long periods and communicate with individuals by telephone, email and face to face. Some travel is required.

Disclaimer Statement: This job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed above provided that such duties are characteristic of that classification.

I have reviewed the content of this job description:

Employee's Signature **Employee Print Name** **Date** _____

Supervisor Signature **Date** _____

Human Resources /Payroll Representative.