



# Enatel

## Position Description

**Position:** Sales Engineer  
**Department:** Engineering  
**Reports to:** PAT Team Leader

This position is the primary technical sales resource for the Systems team. Systems Sales Engineers are responsible for actively supporting customers and managing the technology evaluation stage of the sales process. You work in conjunction with both the Systems and Sales team as a key advisor and product expert/advocate. You must be able to articulate technology and product positioning to both business and technical users.

You will have a knowledge of power electronics, and this experience will be complemented by experience with customer enquiries and problem-resolution.

You will work closely with the Product Applications Team Leader to develop your skills and knowledge across key aspects of the technology and business.

### ***Product Applications Team***

The Product Applications Team (PAT) plays an important role at Enatel, providing technical resource to the sales team, designing and managing the build of new systems prototypes and complex CTO solutions. The team supports operations by creating and managing BOM's, work instructions and test procedures, and overseeing the process for Engineering to Order (ETO) and Configure to Order (CTO) within the business.

Key Deliverables of the Product Applications Team:

- Ensuring the gateway and processes in the PAT align with key objectives of the business.
- Ensuring the ETO process is managed carefully with consideration for cost, future opportunities, and alternative CTO offerings.
- Building the CTO capability to reduce cost, increase efficiency and in turn consolidate and grow the Energy business.
- Work with the Operations team and other functions (such as finance) to measure cost, improvement, and success of PAT initiatives.
- Look for opportunities to create efficiency through process, prioritization, and cost analysis.

### ***Key Responsibilities of the Systems Sales Engineer:***

#### **Primary Responsibilities:**

- Responding to sales enquiries as required or directed.
- Understand the technical and commercial requirements of customers.

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- Specify and configure solutions based on Enatel products and/or approved 3<sup>rd</sup> party products.
- Dimensioning, costing, and pricing customer solutions, ensuring the correct systems and processes are being followed.
- Co-ordinate the pre-order and ordering process.
- Engaging in after sales support to customers.
- Providing installation services, detailed technical training, documentation and commissioning support to customers as required (this may involve occasional overseas travel).
- Overseeing the build of low volume customised power solutions, samples and/or co-ordinate any systems-related activities to ensure customer satisfaction of deliverables.
- Coordinating and/or collaborating with those necessary resources needed to support any sales engagement.

## **Qualifications:**

- A relevant tertiary qualification in electronics engineering or appropriate technical knowledge would be well-regarded.

## **Skills and Abilities:**

- Excellent verbal and written communication skills.
- Able to work in fast-paced, self-directed entrepreneurial environment.
- Patient and committed with excellent organisational and time management skills.
- Ability to negotiate with internal and external customers and suppliers.
- Decision-making, problem resolution and creative thinking skills.
- Able to multi-task the activities with shifting priorities.
- Honest, assertive, and systematic.
- Able to build relationships with customers, suppliers, and peers.
- Good understanding of Telecommunications network operating principles
- Good technical/electronics knowledge

## **General**

- Upholds the Enatel company values.
- Contributes to the achievements of departmental goals and objectives.
- Completes any other tasks, projects or duties as required by Management from time to time.

## **Health & Safety:**

- Ensuring all Health & Safety policies and rules are followed, with all tasks completed in a safety conscious manner.
- Adhere to all health and safety policies whether at our Christchurch premises or elsewhere.

## **Environmental:**

Enatel is committed to minimising the environmental impact of our operations and products.

- Ensuring Environmental policies and processes are followed.

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## Key Relationships:

Internal	External
<ul style="list-style-type: none"> <li>• Engineering</li> </ul>	<ul style="list-style-type: none"> <li>• Customers</li> </ul>
<ul style="list-style-type: none"> <li>• Sales</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>• Marketing</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>• Manufacturing</li> </ul>	
<ul style="list-style-type: none"> <li>• Human Resources</li> </ul>	

## Person Specification:

Competency	Essential	Desirable
<b>Skills &amp; Attributes</b>	<ul style="list-style-type: none"> <li>• <b>Functional/Technical Skills</b> - has the functional and technical knowledge and skills to do the job at a high level of accomplishment.</li> <li>• <b>Action orientated</b> - enjoys working hard and is full of energy for the things he/she sees as challenging.</li> <li>• <b>Integrity and Trust</b> – Is seen as a direct, truthful individual; is widely trusted.</li> <li>• <b>Problem Solving</b> – looks for opportunities to resolve issues and solve problems. Learns quickly when facing new problems.</li> <li>• <b>Technical Learning</b> – can learn new skills and knowledge. Picks up on technical things quickly.</li> <li>• <b>Timely Decision Making</b> – makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure. Able to make a quick decision.</li> <li>• <b>Interpersonal Savvy</b> – Relates well to all kinds of people – up, down and sideways, inside and outside the organisation. Builds constructive and effective relationships. Can defuse even high-tension situations comfortably.</li> <li>• <b>Customer Focus</b> – Is dedicated to meeting the expectations and requirements of internal and</li> </ul>	

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	<p>external customers. Acts with customers in mind. Establishes and maintains effective relationships with customers and gains their trust and respect.</p> <ul style="list-style-type: none"> <li>• <b>Process Management</b> – good at figuring out the processes necessary to get things done. Can simplify complex processes.</li> <li>• <b>Organising and Planning</b> - uses resources effectively and efficiently. Accurately scopes out length and difficulty of tasks and projects. Sets objectives and goals.</li> <li>• <b>Communication Skills</b> – able to communicate in a variety of settings and styles clearly and succinctly.</li> </ul>	
<p><b>Experience &amp; Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Ability to articulate technology and product positioning to both business and technical users.</li> <li>• Knowledge of power electronics, complemented by experience with customer enquiries and problem-resolution.</li> <li>• Ability to articulate technology and product positioning to both business and technical users.</li> <li>• Good understanding of a “services business” in a high-tech environment, from a supplier, integrator, or operator’s point of view</li> <li>• General power reticulation knowledge.</li> <li>• Strong verbal and written communication skills</li> </ul>	
<p><b>Qualification / Licenses</b></p>	<p>A relevant tertiary qualification in electronics engineering or appropriate technical knowledge would be well-regarded.</p>	