

Position Description

Position: Sales Engineer

Department: Sales

Reports to: Director of Sales

Direct Reports: None

Role Purpose	This position is a key technical resource supporting the sales team throughout the customer lifecycle. Sales Engineers are responsible for actively supporting customers and managing the technology evaluation stage of the sales process. The role supports both pre-sales and post-sales activities, working in conjunction with the sales team as a technical advisor and product expert. You must be able to articulate technology and product positioning to both business and technical users. You will bring a strong working knowledge of power electronics, complemented by hands-on experience responding to customer enquiries and resolving technical issues. You will work closely with Sales and Engineering teams to develop and apply your technical capability across Enatel's products and solutions. You will contribute to internal product testing initiatives and provide practical feedback from customer use-cases to support ongoing product improvement. This role supports customers across North America and works closely with global teams based in New Zealand and other regions.
Key Success Outcomes	• Responding to sales enquiries as required or directed. • Supporting technical evaluations during pre-sales activities, including customer discussions, solution clarification, and product demonstrations as required. • Understand the technical and commercial requirements of customers. • Specify and configure solutions based on Enatel products and/or approved third-party products. • Be engaged in after-sales support to customers. • Provide installation services, detailed technical training, documentation and commissioning support to customers as required (including domestic travel within North America and occasional international travel). • Execute the build of low-volume customised power solutions, samples and/or coordinate systems-related activities to ensure customer satisfaction of deliverables. • Coordinate and/or collaborate with those necessary resources needed to support any sales engagement.

	• Become a valuable resource to the product development process and provide ongoing feedback resulting from engaging the customer at the product and site level. • Effective management of all warranty-related product, process and cost-out activities.
Key Internal Relationships	• Sales • Engineering • Manufacturing • Quality and Customer Service
Key External Relationships	• Customers • Approved third-party suppliers (as required)

Key Requirements

Accountability Area	Desired Outcome/Achievement Indicators
Sales Enquires	• Respond to incoming sales support enquiries promptly and as directed. • All customer queries are addressed within an agreed-upon timeframe, ensuring customer satisfaction and capturing potential sales opportunities.
Customer Requirement Analysis	• Understand both technical and commercial customer needs thoroughly. • Accurate interpretation of customer requirements to facilitate precise solution offerings, reducing back-and-forth communications and enhancing customer confidence.
Solution Specification and Configuration	• Work with product and engineering teams to design and configure solutions using Enatel products or approved third-party products that meet customer requirements. • Work with customer to update charger configuration and firmware files • Solutions align with customer expectations, are technically viable, and comply with Enatel's product standards.
After-Sales Customer Service and Support	• Provide comprehensive after-sales support to customers. • Post-sale issues are resolved efficiently, ensuring customer satisfaction and potentially encouraging repeat business. • Partner with customer service personnel to troubleshoot product issues and work to find solutions to prevent recurrence of specific failures
Installation Services, Technical Training & Documentation	• Offer installation support, provide detailed technical training, and assist in providing relevant documentation for customers as required. • Customers are able to use Enatel solutions effectively, with minimal troubleshooting, improving long-term product reliability and customer loyalty.
Resource Coordination for Sales Engagements	• Coordinate necessary internal and external resources for effective sales engagements. • Efficient collaboration leads to timely, high-quality deliverables that meet customer needs, enhancing team effectiveness and customer satisfaction.

Manage Customer Return and Product Quality Control Process	- Track and manage all customer returns through partnership with New Zealand quality control team - Complete all product analysis to assess validity of warranty claims and report findings to customer and Enatel quality control team for tracking purposes
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Other duties:

- Upholds the company values.
- Perform any other tasks as required by your Team Leader and/or the business.
- Contributes to the achievements of department goals and objectives

Health & Safety:

- Ensuring all Health & Safety policies and rules are followed, with all tasks completed in a safety conscious manner.
- Maintaining a safe and clean working environment by complying with Enatel Policy and Procedures.
- Leads by example in all matters relating to Health & Safety.

Environmental:

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

- Ensuring Environmental policies and processes are followed.

Person Specification:

	Essential	Desirable
Competencies	Functional/Technical Skills - has the functional and technical knowledge and skills to do the job at a high level of accomplishment. Action orientated - enjoys working hard and is full of energy for the things he/she sees as challenging. Process Management – good at figuring out the processes necessary to get things done. Can simplify complex processes. Learning Agility - the ability to learn quickly in a new environment. Problem Solving – looks for opportunities to resolve issues and solve problems. Learns quickly when facing new problems. Integrity and Trust – is seen as a direct, truthful individual; is widely trusted. Ethics & Values - Has an appropriate and effective set of core values and beliefs and acts in line with those values at all times.	

Skills, Experience & Knowledge	• Safety-First approach. • Must have a good understanding of a “services business” in a high-tech environment, from a supplier, integrator or operator’s point of view. • Maintains a high level of professionalism and integrity. • Displays a positive attitude and a team focus. • Excellent analytical and problem-solving skills, combined with the ability to provide quick resolution to problems. • Must be customer service orientated and believe in teamwork, collaboration, adaptability and initiative. • Excellent verbal and written communication skills. • Able to work in a 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 power reticulation knowledge.
Qualification / Licenses	• A relevant tertiary qualification in electronics engineering or appropriate technical knowledge would be well-regarded.	