



JOB TITLE: Technical Sales Engineer

DEPARTMENT: Industrial Sales

REPORTS TO: Senior Vice President, Sales

SUMMARY: The Sales Engineer provides all pre-Sales support for the Sales Department with a focus on increasing productivity and Bookings growth. This position is typically engaged during the Qualification, Development, and Proof of Concept phases of each customer opportunity. This position is responsible for all pre-Sales activities, both remote and onsite. This includes in-depth customer research and discovery, technical support, software demonstrations, RFI/RFP production and assistance.

DUTIES AND RESPONSIBILITIES:

- Technical communication with the customer on pre-sales activities, execution of in-depth analysis and discovery of Customer needs to document the technical needs of the Customer and how our hardware products can meet those needs.
- Develop and provide live demonstrations to the Customer of the Quake recommended solution that best provides the solution they need.
- Work with internal Customer Support team and Engineering team to understand our technology and to provide the customer the needed information in proper customer facing form.
- Study the industry trend to understand the technology trend and to be able to speak to the Customer as a technical specialist.
- Understand Customer requirements to support creation of requirement documentation.
- Training of the Sales Team, including proficiency training and testing of all Quake applications. This includes management of training and demo-script collateral for Quake applications.
- Prepare and provide a public webinar for Telematics products and solutions.
- Creation and management of sales demonstration documentation and resources for Quake solutions, including customized PowerPoint presentations and other training tools.
- Management of all Sales Team demonstration hardware, including computers, antennas, cables and product samples
- Ability to work offset hours to work with customers

QUALIFICATIONS:

- Bachelor's degree in Engineering, or Information Systems.
- Well-rounded in hardware and software
- C programming skill set and/or Linux Programming with emphasis on application development
- Background in cellular, satellite, Wi-Fi/BLE and/or GPS technologies a plus.
- Excellent written and verbal communication skills
- Ability to work independently with minimal supervision
- Ability to work effectively with cross-functional teams and provide support to ensure optimal results

- Results-oriented team player with “can-do” attitude, hands-on approach and ability to interface effectively with all types of resources and accounts
- High degree of initiative, sound independent judgment and problem solving skills
- Understanding of solution selling and technical sales process
- Ability to travel for demonstrations and presentations
- Strong organizational and time management skills with the ability to manage multiple projects simultaneously
- Exceptional client management and communications skills.
- Strong PowerPoint and Excel skills
- **Communication skills in English and Japanese is required.** Additional language skills in Korean is a plus.

COMPETENCIES:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments. Passion for Customer Success.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Ability to manage multiple priorities.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality. Attention to detail.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. The employee must occasionally lift and/or move up to 40 pounds. The employee must occasionally crouch, stoop, or reach. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee will encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ACKNOWLEDGEMENT

I have read the foregoing job description and understand the responsibilities of the job. I agree that I am able to perform the essential duties of this position.

Employee Name

Manager Name

Employee Signature

Manager Signature

Date Signed

Date Signed