

Field Applications Engineer / Technical Solutions Advisor

Industrial IoT, Cloud, Networking, Cybersecurity, Remote Access

The Opportunity:

The Field Applications Engineer (FAE) / Technical Solutions Advisor (TSA) supports our distribution partners and end user accounts in our Enterprise, Commercial and Industrial market segments. The FAE/TSA organization is a globally targeted resource, responsible for providing technical support to a broad customer base.

What You Will Be Doing/Tasks/Duties:

- Technical Sales Support for Enterprise Sales, Outside Sales and Inside Sales Account Managers and Business Development teams.
- Serve as a liaison between manufacturing and the customer/distributor during project/solution implementation.
- Provide technical presentations as needed, both internally and externally detailing business and technical content.
- Take ownership of Level 2 Support for the regional distribution channel including calls, emails, chats and on-site meetings as needed.
- Serve as the 3rd Level technical support for Enterprise Customers.
- Ensure support queries are being solved in a timely manner with a successful outcome.
- Plan and execute necessary actions to educate and prepare distributor's support staff to perform 1st level support at a level that ensures the company's reputation of quality and excellent service.
- Stay abreast of company's product updates and material utilizing the Secomea Knowledgebase and provide this knowledge to the support staff of the distribution channel.
- Build and facilitate internal test setups with Secomea and competitors' products.
- Stay abreast of competitive products and their strengths and weaknesses compared to the company's solution.
- Assist as a communication liaison between the customers and US HQ, with a focus on regional culture, language and time zone
- Communicate customers' current and future technology requirements to manufacturing, which assist in driving production technology to meet today's evolving market challenges.
- Must build and develop Proof of Concept solutions for customers technology teams.

Job Requirements / Knowledge / Experience / Skills:

- A BA/BS degree in Computer Engineering, Electrical Engineering or appropriate engineering discipline or equivalent industry experience in networking, cybersecurity, IIoT, software and hardware products is required. A focus on network engineering, electrical engineering, industrial or mechanical engineering is a plus.
- A minimum of 2 years related of networking/remote access/cybersecurity solution field engineering experience from a high-tech distribution or manufacturing organization is required for this position.
- Must understand the technology requirements, quality and reliability standards and product qualifications procedures, including basic knowledge of PLCs, drives, HMI, I/O, instrumentation, robotics, sensors, and other devices used in industrial control systems.
- Knowledge of and experience with industrial communications including serial communications (CAN, Modbus, DF1, ASCII, etc.), Fieldbus Networks (DeviceNet, PROFIBUS, ControlNet, Interbus, CANopen, CC-link, J1939, etc.), Industrial Ethernet (Modbus/TCP, EtherNet/IP, PROFINET, EtherCAT, etc.), Proprietary networks (Modbus+, Data Highway +, Remote I/O, CAN, etc.).
- Knowledge of networking and communications including Ethernet, TCP/IP, HTTP, and SMTP, Network protocols (DHCP, etc.), OpenVPN, Routing and switching, Network security protocols, GSM, GPRS, LTE, and 4G networks.
- Specific experience in key market segments, such as machine building, food processing, pharmaceutical, industrial electronics, IIoT, infrastructure and industrial segments.
- Must be proficient in MS Excel, Word, and PowerPoint.
- Excellent communication and presentation skills. You will be presenting to internal and external customers.
- This position requires domestic travel and some international travel which may be up to 20% during specific project stages.
- Must be able to speak and write English well, with bilingual skills being a plus.

The Package:

In exchange for your expertise, we offer a competitive base salary along with a benefits package of health, dental, vision, STD, LTD, AD&D, life, and 401k with match.