

## What will you do as a Field Application Engineer?

The Field Application Engineer (FAE) will apply product knowledge of TKH Vision Italy products and networking products to support sales activities at a technical level. The FAE works closely with customers to resolve technical issues as well as interact with sales team members to support successful sales outcomes. Activities include timely response to application testing, applications development, troubleshooting, travelling with sales reps to assess the technical requirements of customers, recommending appropriate product solutions, and general support of the sales process to grow business for the region.

You will be reporting to the Field Application Manager.

- Frequent support of solution projects, including hardware setup and software deployment, testing and configuration
- Frequent visits to potential customer site to support pre-sales activity at a technical level
- Perform testing of samples sent in by customers (to determine which products bundle meet the application requirements) and report results.
- Work closely with customers to identify technical requirements and propose solutions for customer's applications
- Create software that is used for test, demonstration and evaluation purposes to promote the use and sale of TKH Vision Italy products.
- Provide training or product demonstrations to existing and potential customers on TKH Vision Italy's premises or at the customer's premises
- Develop strong relationships with key customer personnel at technical levels
- Produce training/marketing materials in cooperation with the sales and marketing departments
- To learn and become proficient in the operation, characteristics and performance of all TKH Vision Italy products
- Continually provide feedback as to how TKH Vision Italy's products or services can be improved to enhance our customer's experience

## What do you need to be successful?

- Minimum 2-3 years of experience in the high technology industry / factory automation industry working on various projects relating to their area of study
- Minimum of 2-3 years customer service experience or equivalent work experience.
- Strong experience with Machine Vision solution
- Problem solving skills using a clear understanding of facts and implementation of test plans and solution strategies.
- Solid interpersonal skills for proper function in a team environment
- Exceptional organizational and prioritization skills
- Self-motivated, have a positive attitude and a results-oriented approach to business
- Demonstrated ability to work independently as well as in a team environment.
- Tolerable against Frequent travel and onsite support