

Field Applications Engineer (Hi-Rel | Smartwave | RF)

Reporting to:	Sales Director
Vacancy:	Permanent, full-time
Location:	Lincoln, with field-based work as required
Working hours:	37.5 hours per week, Mon-Fri
Salary:	Up to £28,000 p.a plus car and bonus incentive

APC Technology Group provides the design, specification and distribution of specialist electronic components and systems including High Reliability harsh environments, obsolescence, industrial and Lighting and connectivity products.

The Field Applications Engineer (FAE) will be working with customers in aerospace, automotive, autonomous vehicles, defence, energy, education, critical infrastructure, manufacturing, space, telecoms and transport industries. They will be responsible for the identification, support and delivery of new technical sales projects with key customer accounts. The role will provide coordination with the sales team and suppliers.

This is an excellent opportunity for an electronics graduate or suitably technical qualified individual to join our growing team, providing an opportunity to work and develop with customers and suppliers based across the UK, Europe and Globally.

Please be aware that many roles working for APC Technology will be subject to both security and export control restrictions. These restrictions mean that factors including your nationality, any previous nationalities you have held, and/or your place of birth may limit those roles that you can perform for the organisation.

Main responsibilities:

Technical sales

- To provide client facing support for the sales team
- Support operations team to manage customer agreements including NDA's, EUS's, buffer stock agreements and contracts
- Visit customers and suppliers where necessary
- Initially support the sales team where required by handling enquiries before taking over and in due course owning some sales opportunities
- Liaise with suppliers and sales teams to ensure the timely conclusion of any enquiries, queries or complaints
- Maintain an up to date record of business opportunities and their current status

Product knowledge and support

- Support marketing to create and maintain sales literature materials
- Actively promote new and existing products at engineering and purchasing levels in allocated customers
- Build and strengthen supplier relationships
- Provide customer feedback on projects and applications for APC products to our partners
- Promote allocated product lines by training, customer visits, joint visits, research, marketing material and other means
- Review the account status of manufacturers, reporting to the senior product manager at the start of each week
- Supply the sales manager with forecast data which can be used for the annual forecast

Internal support

- Work with the internal sales / customer services functions to ensure efficient communication with customers
- Support responses to customers and partners
- Maintain up to date records within the CRM
- Liaise with Group Marketing team to maximise opportunities for promoting our products and our partners
- Maintain a profile on relevant business social media platforms – e.g. LinkedIn

Skills, knowledge and experience

- Ever inquisitive on customer requirements and solutions
- Knowledgeable about your product's users and industry
- Decisive, visionary and able to support your decisions with research
- Flexible and adaptable as you'll be working in-depth with different business functions
- Organised and able to work to deadlines and roadmaps
- A very strong and clear communicator, with a variety of stakeholders at different levels of seniority and knowledge
- Good at persuasion and negotiation
- Able to analyse complex data and look for trends in the market and users' opinions and behaviour
- Fair and objective when making decisions
- Hold relevant qualification in electronics or engineering with an interest in business or commercial applications

Benefits:

- 9% pension scheme (5% employee contribution, 4% company contribution)
- 25 days holiday plus bank holidays
- Additional leave for your birthday
- Fitness benefit
- Eyehealth scheme
- Employee referral programme
- Internal employee recognition scheme
- Self-choice volunteering days