

**JOB TITLE:** Sales Engineer

**REPORTS TO:** General Manager

**Place of Work:** Office – St Helens, Merseyside with travel

Industrial Power Systems is a supplier of Control & Protection Equipment to the Marine, Power Generation and Oil & Gas markets. We represent a number of manufacturers from Europe and North America.

**Position:**

**BECOME THE EXPERT**

A Sales Engineer bridges the gap between complex technical solutions and customer requirements. This role combines deep technical knowledge with strong commercial acumen, enabling effective support of sales activities, customer engagement, and solution delivery. The Technical Sales Engineer works closely with sales teams, engineering, and end customers to identify needs, propose solutions, and drive successful project outcomes.

**Responsibilities:**

**Customer Support:**

- Provide technical support to customers via phone, email, and on-site visits.
- Assist with the installation, configuration, and maintenance of products.
- Troubleshoot and resolve technical issues related to energy producing systems and products.

**Sales & Customer Engagement**

- Act as the primary technical point of contact for customers throughout the sales cycle.
- Understand customer requirements and translate them into suitable technical solutions.
- Prepare and deliver technical presentations, demonstrations, and product training.
- Support the sales team in developing proposals, quotations, and tender responses.
- Carry out product training as needed at the IPS dedicated training facility.

**Technical Expertise**

- Maintain in depth knowledge of company products, systems, and applications.
- Provide detailed technical guidance, including system architecture, configuration, and integration requirements.
- Conduct site visits, system evaluations, and troubleshooting where required.
- Collaborate with engineering and product management to ensure customer needs are effectively addressed.

**Project & Solution Support**

- Assist in solution design, system specification, and pre sales engineering support.
- Work with internal teams to ensure smooth handover from sales to delivery/engineering.
- Support after sales activities, including technical queries, product updates, and customer feedback collection.

**Market & Product Development**

- Gather market intelligence and customer insights to support product development and future strategy.
- Identify new opportunities, applications, and sectors for growth.
- Represent the company at trade shows, industry events, and customer meetings.

## Skills & Qualifications

### Essential

- Ideally a HNC/HND or degree in Electrical Engineering, Electronics, Automation, Mechanical Engineering, or a related technical field.
- Strong technical problem solving skills with the ability to explain complex concepts clearly.
- Proven experience in a technical sales, applications engineering, or technical support role.
- Excellent communication, presentation, and interpersonal skills.
- Ability to interpret technical drawings, system schematics, and specifications.
- Proficiency with CRM systems, MS Office, and technical documentation tools.

### Desirable

- Experience in power systems, controls, marine/off grid systems, or industrial automation.
- Knowledge of communication protocols (e.g., Modbus, CANbus, Ethernet-based industrial networks).
- Understanding of system integration, commissioning, and field support.
- Familiarity with product configuration tools, PLCs, or embedded control systems.

### Personal Attributes

- Customer focused mindset with a commitment to delivering high quality solutions.
- Confident communicator capable of building strong relationships at all levels.
- Self-motivated, organised, and able to manage multiple projects simultaneously.
- Comfortable working hands on with equipment when required.
- Willingness to travel for customer visits, training, and site support.

### Working Conditions:

- The role may require travel to customer sites for on-site support and training.
- The job can involve working under pressure to resolve critical issues and ensure customer satisfaction.

### Career Development:

- Opportunities to advance into a Senior Technical role
- Opportunities to advance to into a sales role.

### Package:

- Competitive salary
- Opportunities for professional development and technical training.
- Opportunity to progress to a senior commercial/operational position.
- A dynamic working environment within a growing, innovative company.
- The chance to work closely with customers across diverse industries.
- Career progression into a senior position
- 25 days annual leave, plus bank holidays
- Up to 5% pension contribution
- Company vehicle/allowance

Opportunities to advance to senior technical support roles, product specialist positions, or roles the possibility of moving into a sales role.

If you are considering a career as a Technical Support Engineer at Industrial Power Systems, it's important to focus on building strong technical skills, gaining relevant experience, and developing excellent customer service abilities.

**NOTE:** This job description is not all-inclusive and other duties and responsibilities may be assigned as necessary.

**Industrial Power Systems Ltd.** uses employment practices that meet the guidelines of the Equal Employment Opportunity Commission.

Preference will be given to the best qualified candidate regardless of race, colour, creed, age, or sex.

This position is available to suitable applicants with the existing legal right of employment within the UK.

**Please send** covering letter & CV to General Manager, Mr. Steve Butler  
E-mail: [steve@indps.co.uk](mailto:steve@indps.co.uk) for more information.