

JOB TITLE: Sales Engineer**REPORTS TO:** Managing Director**Place of Work:** Office Based – St Helens, Merseyside with UK 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:

The role of a Sales Engineer at Industrial Power Systems typically involves providing sales & technical assistance to customers, troubleshooting issues, and ensuring the optimal performance of their products and systems. This is a perfect role for an engineer that is looking at advancing their career into a commercial sales role.

It is required to “become the expert” on the products we supply and support. The role involves advising customers to use the correct products in their application and to provide technical training and awareness.

The successful applicant will be sent to our suppliers location in Europe for advanced training on the products.

Responsibilities:**Sales Support:**

- Support the sales team with product awareness and training, both at our office in St Helens, Merseyside and onsite.
- Identify potential customers and prepare a sales plan to win their business.
- Prepare regular sales, forecast & activity reports
- Actively participate in sales meetings with clients.
- Attendance of trade shows, internal seminars, sales meetings and customer presentations etc.

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.

Technical Assistance:

- Analyse and diagnose technical problems reported by customers.
- Offer solutions and advice to improve the performance and reliability energy producing control and protection systems.
- Provide guidance on product usage and best practices.

Product Knowledge:

- Become the “expert” on a range of products.
- Maintain a deep understanding of products, including hardware and software components.
- Keep up-to-date with the latest product developments and updates.

Training:

- Conduct training sessions for customers and internal staff on DEIF products and systems.
- Develop training materials and presentations.

Required Skills and Qualifications:

Technical Expertise:

- Strong understanding of electrical and electronic systems, especially related to power control and automation.
- Experience with DEIF products or similar power control systems.

Problem-Solving:

- Excellent troubleshooting and analytical skills.
- Ability to diagnose and resolve technical issues efficiently.

Communication:

- Strong verbal and written communication skills.
- Ability to explain complex technical concepts to non-technical users.

Customer Service:

- Strong customer service orientation.
- Ability to handle stressful situations and manage customer expectations.

Education:

- A formal qualification in Electrical Engineering, Electronics, or a related field.
- Relevant experience in a technical support or engineering role.

Additional Skills:

- Familiarity with PLCs, SCADA systems, and other industrial automation technologies.
- Knowledge of networking and communication protocols used in power control systems.

Working Conditions:

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

Career Development:

- Opportunities to advance to senior sales role.

Package:

- Competitive salary
- 25 days annual leave, plus bank holidays
- Up to 5% pension contribution
- Company vehicle/allowance

If you are considering a career as a Sales 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 Managing Director, Mr. Paul Campbell
E-mail: paul@indps.co.uk for more information.