

Job details			
Job title	Client Services Engineer		
Reports to	Client Services Manager	Direct reports	N/A
Role purpose	<p>The role of the Client Services Engineer is to: -</p> <p>Provide and deliver effective world class pre/post-sales technical advice and 'specials' solutions to DTC Sales Teams in support of specifying technical options to solve existing and potential customers needs, in regards to DTC products and technology.</p> <p>To provide a direct interface, liaise, support and co-ordinate with customers, Engineering, Solutions and Sales teams to ensure accurate and appropriate capture of new requirements.</p> <p>Provide telephone support to assist customer's with Technical questions/configuration/information/optimization for DTC products</p> <p>To ensure DTC capability is best represented in the marketplace supporting and configuring comprehensive demonstrations of equipment and solutions where required.</p> <p>Where a Solution is developed; work with Solutions team and Project Manager to fully capture and specify requirements to develop a fully costed solution and understand and plan supply chain and execution of specials elements of a project sale.</p> <p>To enhance personal technical skills and knowledge, to at least two DTC product lines, provide training in collaboration with product managers to Sales Teams.</p> <p>As a secondary function to provide advice on the enhancement of existing, or the development of new products, to meet customer requirements and emerging market trends.</p> <p>Assisting Product managers with planning trade shows to show the DTC product range in the best light</p> <p>Assisting in the specification of demonstration systems to allow the product features to be utilised in front of the customer</p>		

<p>Key responsibilities</p>	<p>Pre/Post-Sales Support</p> <ul style="list-style-type: none"> • Technical support <ul style="list-style-type: none"> • Provide Support to Sales and Customers - answering general technical queries about product capability. Ensure all contact is documented and recorded in the appropriate ticketing system and ensure customer receives prompt attention. • Able to guide customers remotely through detailed configuration of RF, IT and video configuration parameters of DTC products. • Ability to provide comprehensive answers to technical tenders and providing written technical compliance documents. • Solution design – ‘Specials’ <ul style="list-style-type: none"> • Interfacing with the customer and Sales team to understand solution requirements. Requirements to be captured and logged and presented in a professional manner. • Creation of the Requirement specification documentation. The proposed solutions to use standard deliverable product where ever possible. The solutions to be costed and effective. • Creation of Technical Specifications for the solutions. These specifications to be based on standard product where-ever possible. Documentation to be stored in the appropriate area. • Interfacing with the Solutions/ Project and Engineering teams. This may include attendance at project meetings, operations meetings or Engineering meetings. • Support to demonstrations and exhibitions <ul style="list-style-type: none"> • Take responsibility for organising equipment availability. • Requirements capture for demonstrations/Exhibitions from Customers and Sales staff. • Able to test, configure and operate equipment as the customer would use it. • Travelling to the Demonstrations/Exhibitions to install, integrate the systems and get them fully operational. • Able to present the capability in a high standard in front of demanding customers. • Assist in the specification demonstration systems to best show the company equipment in its best light • Training Delivery <ul style="list-style-type: none"> • Provide and deliver comprehensive training courses for customers and internal staff in collaboration with Product Managers • Training documentation and delivery needs to be of a high standard to support customers who have been charged for the service <p>In addition support, as required and as available depending on priority to the special project Engineering team.</p> <ul style="list-style-type: none"> • Delivery and Execution of Specials <ul style="list-style-type: none"> • Help configuring and testing the special project • Help documenting the special / order closure • Help with Installation support • Pre configuring systems so the product is delivered as a “System to the customer”
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<p>Key skills / experience</p>	<p>Able to assist customers with technical issues and have the ability to work with the customer to extract the correct information and see product issues from a customer's perspective, interacting within the company to resolve them.</p> <p>Experience of undertaking and presenting complex technical demonstrations.</p> <p>Can competently respond to detailed RFI / RFP requests utilising the DTC product line. Must be able to construct and complete a technical compliance matrix for the product line and apply this to the response.</p> <p>Demonstrable experience in delivering technical pre-sales support and bespoke system solutions.</p> <p>Able to clearly communicate technical information to customers from engineer level to CEO.</p>
<p>Technical competencies</p>	<p>Strong literacy and numeracy.</p> <p>Strong experience and understanding with Video/Audio encoding technologies including MPEG2/4, H264 and HEVC</p> <p>High level of understanding of RF signals which include modulation types, power levels, antenna designs and environmental effects. Experience with COFDM RF systems preferred including understanding of modulation schemes and error correction techniques and the effects of highly congested environments.</p> <p>Good understanding of test equipment, Video Wave form monitor, RF power meter and Spectrum analyser as a minimum.</p> <p>Experience with data communication systems including ethernet and serial devices and interfaces. Ability to configure and fault find ethernet and serial data systems using software tools such as Wireshark for Ethernet and Terra term for serial devices. Networking experience would be beneficial</p>
<p>Behavioural competencies</p>	<p>A 'Zero Harm' approach to Health; Safety and the Environment</p> <p>Maintaining a safe and organised working environment</p> <p>Customer focused</p> <p>Willing to travel</p> <p>A proactive approach to problem solving, not afraid to ask questions</p> <p>A "can do" approach to work and the satisfaction of customers requirements</p> <p>A willingness to learn new technologies and product ranges</p> <p>Generating and accepting feedback to drive improvements in business process</p> <p>Strong inter-personal skills and be self motivated</p>
<p>Additional relevant information</p>	<p>Preparedness to undergo UK Security Clearance</p> <p>Frequent travel both UK and international will be required in this role.</p> <p>Driving license required with experience in driving internationally</p>