



Field Application Engineer

Summary:

The Field Application Engineer (FAE) provides pre-sales technical support to drive customer engagements of Prescient Devices' (PDI) products to successful technical closure. The role requires working with customers, sales, marketing, and product R&D teams. The FAE builds relationships with customers to understand their technical requirements. The FAE is responsible for supporting pre-sales engagements via on-site and remote technical discussions, which includes presenting product information, providing demos, supporting evaluations, responding to technical requests, addressing competitive challenges and regularly communicating status during the engagement.

Our ideal candidate is a combination of customer-facing salesperson and technical product application expert. The FAE will be motivated to close business by thoroughly understanding the customer's technical requirements, how PDI's products can meet them, and making the solution perform in the application. If there are any technology gaps, they will be fed back to the product and engineering teams. The position may require a heavy amount of travel to customer locations.

Our Ideal Candidate:

- You understand customer applications and how to PDI's products will help customers grow their IoT and Edge Computing business
- You are self-motivated and results oriented
- You enjoy solving complex technical problems and satisfying customers
- You're confident and not willing to accept average

Essential Functions include, but are not limited to the following:

- Analyzing technological problems in application systems, checking its technical resolution and working condition, and fixing the same if required
- Collaborating with sales team, engineers, and product managers for obtaining accurate information of application usage, system operations, and product management
- Preparing technical elements of proposal, formulating the intricacies involved in defining the technical solution guidelines for sales team support
- Troubleshooting system applications on customer's request, resolving other engineering issues regarding systems application, conducting regular follow up on customer's activities, and monitoring the same for obtaining new sales opportunities
- Participating in different seminars, conferences, and meetings for promoting the devised application engineering products



Skills & Qualifications:

Education:

- BSEE with 6+ years of relevant experience, or MSEE with 5+ years of relevant experience

Experience:

- Understanding and experience with enterprise cloud software
- Understanding of edge computing hardware
- Understanding of wireless and wired communications, along with associated standards and protocols

Skills:

- Required:
 - High initiative and self-starter mindset
 - Ability to travel, to visit customers, sales and engineering teams
 - Strong technical communication (oral and written) skills
 - Ability to understand and present complex technical requirements, issues and solutions, in precise and accurate manner, in verbal and written communications
 - Ability to analyze, summarize and generate status updates from technical data
 - Ability to organize, conduct and co-ordinate meetings involving multiple teams, such as customers, sales, marketing, R&D etc.
- Preferred:
 - IoT and/or Edge Computing knowledge and experience a plus
 - Monitoring and dashboard development is a plus
 - Node-RED and Open Source Software knowledge also a plus

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for their job. Duties, responsibilities, and activities may change at any time with or without notice.

Prescient Devices is an equal opportunity employer. At Prescient Devices we are committed to treating all Applicants fairly based on their abilities, achievements, and experience without regard to race, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, or any other classification protected by law.