



Job Description

Job title: Satcom Solutions Engineer

Business Unit: Hemel **Division:** Product Management

Role:

IMT Vislink are recruiting a new person for their Solutions Engineering Team! The primary role of the Solutions Engineering team is to provide technical support to the Sales Managers to maximise our sales opportunities. The role encompasses the whole range of products with a specialism in comms-on-the-pause satellite terminals.

Relationships:

Reporting to Director of Product Management.

No direct reports. Liaison with other departments including Sales, Product Development and Operations.

Responsibilities:

Primary Responsibilities are to:

Liaise with satellite operators to ensure ongoing approvals of IMT Vislink products.

Organise and manage customer demonstrations at the request of and on behalf of sales staff.

Provide marketing and sales support for trade shows.

Support the Test and Repair function in design verification and validation/qualification of new products/applications, including beta testing, by active participation in tests/trials.

Coach and train colleagues on system design and applications to improve knowledge and skills within IMT Vislink.

Provide support and back-up to Customer Support function to resolve customer issues.

Secondary responsibilities are to:



Design and present provisional and detailed engineering solutions that provides the customer with a technically competent, cost effective solution. Deal with subsequent customer queries and update solutions, as appropriate, in a timely manner. Prepare resultant quotation, obtaining further authorisation as required.

Utilise OEM partners/third party products, where appropriate, to enhance IMT Vislink engineering solutions. This means developing and maintaining a good knowledge of OEM partner/third party technologies and products.

Support sales staff with customer presentations of system solutions including technical discussions concerning system configurations.

Promote and support the sales of products, spares, system enhancements, maintenance agreements, repairs, training and installation services.

As part of the sales team, identify and propose new product and product enhancement ideas based on customer feedback and 'real world' experience.

Essentials:

Specific levels of education are not required however candidates must have a strong background in satellite communications in the broadcast or defense sectors. The role is customer facing so candidates should have good communications skills. The ideal candidate will have a strong interest in technology with a forward looking attitude.

Desirables:

Knowledge of broadcast wireless camera systems, IP and 4G/5G technologies would be an advantage.

Experience:

Extensive experience in the satellite communications sector.