



# Job Description

Division/Department	Sales & Marketing
Location	Hayward, CA - USA
Job Title	Technical Solutions Engineer
Reports to	VP of Engineering (initially)

Level/Grade	Permanent	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor	Hours <u>40</u> / week <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
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## GENERAL DESCRIPTION

The Technical Solutions Engineer provides technical guidance, system solutions and support to customers and channel partners to accelerate and sustain meaningful revenue. Interfaces directly with customers at all levels in B-to-B and Consumer markets while securing internal alignment on resources, offering and priorities. Turns customer requirements into value-add solutions while assessing technical feasibility and attractiveness. Is the technical lead for solving customer quality issues, provides product training and monitors and participates in regulatory committees as needed.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for customer design-in and win to meet revenue targets and to accelerate growth
  - Deep understanding of customer requirements
  - Developing integral product or system solutions
  - Providing proof of concept, product demonstrations and training events
  - Creating mindshare at various levels in the customer organization
  - Developing the eco-system and supplier base
- Responsible for market and competitor feedback
  - Providing a market and/or customer based outside-in view as input for the company's strategic product roadmap: improvements, trends, new applications
  - Collecting and analyzing competitor products and data
- Responsible for developing application notes for internal use and external publication
- Responsible for training and creating a learning organization
  - Building a database for easy internal access and sharing world-wide
  - Providing product and application related training to customers and internal staff
- Responsible for technical customer after-care

## REQUIREMENTS

- BA degree in engineering (electrical, thermal or optical)
- 5-8 years of direct customer facing experience in hi-tech companies
- Experience in technical, value-add sales support
- Ability to work pro-actively, flexibly and efficiently in a fast paced environment
- Excellent (technical) communication skills
- Creative problem solver, out of the box thinker

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<ul style="list-style-type: none"><li>• LED or semiconductor experience is preferred</li><li>• Willingness for up to 60% travel</li></ul> L	