

Job title: Internal Sales Engineer

Location: Stanstead Abbots, Hertfordshire, UK

Closing date: 31st April 2022

Salary: £30,000-£40,000 per year DOE

Job type: Full time, permanent

Position and Company Overview:

Due to our continued expansion both domestically and internationally, Silent Sentinel are recruiting an Internal Sales Engineer to support the sales team on a day to day basis, both technically and commercially.

Silent Sentinel is a thermal camera manufacturer based in the UK with offices in the USA and UAE. In 2020 they won a Queen's Award for Enterprise and have recently won Small to Medium Business of the Year and Export Business of the Year. With an open place office set by the river, and a 2:30pm finish on a Friday, Silent Sentinel is a friendly, sociable and forward thinking business to work for.

Responsibilities and Duties:

- Assisting with preparing proposals/quotations/documentation and offers for customers, on the basis of the needs identified, tender requirements whilst co-ordinating information with the technical and production department/s.
- Ensure any special requests (pre- and post-sale) are being actioned accordingly.
- Perform product demonstrations and presentations as required (usually alongside a sales consultant).
- Offering technical assistance both pre and post sales. This would include organising, setting up and delivering product demonstrations (usually alongside a sales consultant) as well as assisting with and ensuring technical support queries are being dealt with as required.
- Offer basic level training / product familiarisation to clients.
- Supporting in a commissioning/support role for systems that are in the deployment phase.
- Support and play an important part in developing and creating the sales/marketing literature and documentation as required.
- Attend trade exhibitions as required (including setting up / dismantling equipment at the shows).
- Responsibility for the presales demo assets, keeping all kits fully stocked and functional and testing before demonstrations. Maintaining the booking system and managing the repairs accordingly. Packing kits for shipping as required.
- Keep technical knowledge up to date including helping to identify formal training needs.
- Keeping apprised of the competition.
- Contribute positively to our culture of continuous improvement.

Qualifications, Experience and Knowledge:

Must have:

- An Electronics / Electronics Engineering degree is desirable however alternative relative experience will be considered instead.
- At least 5 years relevant experience working directly within an R&D Team.
- Experience with TCP IP/ Serial Control (RS485, RS422 and RS232).
- Experience with both hand and power tools.
- Experience managing a small team will be beneficial.
- Experience with Optics systems (SWIR, MWIR, LWIR etc) would be desirable.

Advantageous Skills / Experience:

- Good knowledge of the Security Systems industry and an understanding of system design
 - CCTV, Radar, VTS & Fire, would be highly advantageous.
- Experience of managing tender responses, processes, estimates and business proposals.
- Experience in security manufacturing sales, account management, developing new business and building and maintaining working relationships (externally and internally).
- A good core technical ability and capable of learning new technical information quickly.
- Previous experience selling thermal imaging cameras and electric optical (EO) solutions.
- Experience with prime, distribution and OEM sales channels.
- Excellent written, mathematics, communication and presentation abilities.
- Good working knowledge of Microsoft Office (Word, Excel, PowerPoint), CAD, Visio and CRM's.
 - Advanced Excel and Pipedrive skills would be advantageous.
- Degree qualification in a relevant area (technical or sales) would be advantageous.
- Excellent communications skills.

Remuneration:

- Package:
 - Salary £30k to £40k per annum (dependant on experience)
 - Bonus (option)
 - Pension
- Location: UK (office based, Stanstead Abbots), possibly several days home based.

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Please send your CV via email to rob@silentsentinel.com