

Job title: Sales Support Engineer

Location: Stanstead Abbots (Hertfordshire)

Closing date: 31st October 2023

Salary: Circa £40,000 (DOE)

Job type: Full time, permanent

Position overview:

Due to our continued expansion both domestically and internationally, Silent Sentinel are recruiting a Sales Support Engineer to support the sales team on a day-to-day basis. The Sales Support Engineer will be office based at our headquarters in Hertfordshire (with the possibility of limited remote working).

The Sales Support Engineer will be required to travel domestically and internationally as and when required. The Sales Support Engineer will be expected to become an important part of the sales team and should be a positive, resilient, proactive, innovative individual who is willing to offer support and expertise to the sales team/company as and when needed.

The Sales Support Engineer should be comfortable in a client facing sales environment role and should ideally be from the CCTV/high Security industry or be a recent graduate with a degree which is relevant to the role (engineering or science). Being a self-motivated and dynamic person with a good understanding of surveillance systems with a willingness to work out of hours where necessary.

Technical (and limited sales) experience of CCTV cameras (thermal and video cameras) is desirable, with additional experience in radar and 3rd Party VMS's being very advantageous. Silent Sentinel Ltd is a thermal camera manufacturer based in the UK with offices in the USA. 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 at the Inspiring Hertfordshire Awards. With a 2:30pm finish on a Friday, Silent Sentinel is a friendly, sociable and forward-thinking business to work for.

Duties and Responsibilities:

- Providing technical assistance both pre and post sales, such as;
 - Organising, setting up and delivering product demonstrations (usually alongside a sales consultant) as well as assisting with and ensuring technical queries are being dealt with as required.
- Perform product demonstrations and presentations as required (usually alongside a sales consultant).

- Assisting with obtaining and investigating technical requirements with the engineering and production department/s.
- Ensure any special requests (pre and post-sale) are being actioned accordingly.
- Support and play an important part in developing and creating the technical sales literature and documentation as required.

- Responsible for the sales team demo assets, keeping all kits fully stocked and functional and testing before demonstrations. Maintaining the demo asset booking system and managing their repairs accordingly. Packing kits for shipping as required.
- Offering technical assistance for systems that are in the deployment phase (normally remote, but sometimes onsite).
- Offer basic level training / product familiarisation to clients.
- Attend trade exhibitions as required (primarily setting up / dismantling equipment at the shows).
- Keep technical knowledge up to date including helping to identify formal training needs.
- Keeping appraised of the competition.
- Contribute positively to our culture of continuous improvement.

Skills and Qualifications:

- Good knowledge of the Security Systems industry and an understanding of system design
 - CCTV, Radar, and VTS, would be highly advantageous.
- Experience of working with tenders, estimates and business proposals.
- Experience in a security manufacturing technical or a customer facing position.
- A good core technical ability and being capable of learning new technical information quickly.
- Previous experience with thermal imaging cameras and electric optical (EO) solutions.
- Experience with prime, distribution and OEM customers.
- Excellent written, mathematics, communication and presentation abilities.
- Good working knowledge of Microsoft Office (Word, Excel, PowerPoint), Visio and CRM's.
 - Advanced Excel and Pipedrive skills would be advantageous.
 - CAD would also be advantageous.
- Degree qualification in a relevant area would be advantageous, but not essential.
- Excellent communications skills.

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