

Senior Engineer - Application



Job Objectives:

- To solve customer problems with competent technical knowhow and value-add solutions.
- To provide excellent customer service to ensure customer satisfaction.
- To ensure quality technical support to sales team and assist to increase sales.

Job Responsibilities:

- Assist the field engineer to exceed sales target via Pre and Post-sales Technical Support such as:- Demonstration, Product Application, Product Training, Testing and Commissioning of Test and Measurement equipment;
- Participate actively in sales process from deal qualification to benchmarking until deal closure;
- Be an expert in customer application and competent to identify key technical value differentiators to win deals;
- Analyse customer requirements, recommend and find the right solution for the customer;
- Be the customer's "rock". Handle customer enquiries and solving customers' technical problems with excellent service to ensure customer satisfaction;
- To build up good relationship with customers to enhance customers' retention
- Take initiative to continuously improve support services provided to customers

Job Requirements:

- Candidate must possess at least a **Bachelor's Degree in Engineering (Electrical/Electronic) or equivalent.**
- Working experience in the related Semiconductor/Electronics/Manufacturing industry & background in RF/uW test would be preferred.
- At least 4 year(s) of working experience in technical capacity. In-dept knowledge of using test and measurement equipment such as oscilloscopes, RF Sources, Spectrum Analysers, RF Power Meters and Noise Figure Analysers and RF/uW Network Analysers would be an added advantage.
- Instrument programming knowledge in SCPI or instrument drivers on .NET, C#, C++ or Keysight/Agilent Vee would be an added advantage.
- Team player. Self-motivated and love to help customers to solve technical problems.
- Good command of **English.**
- Excellent communication and presentation skills. You are a good negotiator, with poise, charisma and integrity.
- Working Location: Penang.