

Field Application Engineer Europe (INDUSTRIAL LASERS SOURCES) M/F

O-Net Technologies Group Ltd (including newly acquired entities such as 3SP Technologies and ITF Technologies) is a leading player in the field of optical subsystems and modules for the following market segments: industrial lasers, Datacom/telecom and automotive lidars. "O-Net" is developing, manufacturing and selling a comprehensive portfolio of Fiber Laser sources for industrial applications. In this highly technical field, O-Net is searching for a "Field Application Engineer" in order to create technical customer intimacy and help to close deals by removing the technical obstacles. The FAE will be responsible for supporting customers, assist sales managers for new business opportunities, collect customer and market feedback and cooperate with product teams. The FAE will be part of the O-Net Europe Sales team.

Tasks / Activities

Mission A : Remove technical barriers to the closing of sales opportunities

- In the presales phase, act as the link between customer, O-Net development teams and sales managers for the technical and operational part of discussions
- Generate technical solutions for the customer based on a common language and deep understanding of the customers' applications in the field of industrial lasers (cutting, 3D printing, welding, etc)
- Close specifications with the customer, assist customers in their developments in order to meet expectations based on experience, application feasibility demos and industry best practices
- Be identified as the expert in the field of integration, installation and operation of fiber lasers
- Drive demos to be held in one of the Group's app labs, including cutting tests with the specific customer material. Generate customer's interest by proposing concrete lab cooperation

Mission B : Help customers to implement the selected solution

- Help the customer, remotely and/or on-site on the implementation of the sold solution
- Act as a trusted advisor for customer for first installations
- Train customer staff
- Troubleshooting laser installations onsite at end-user's or integrator's facilities
- Be involved in the building of ad hoc maintenance & service structure

Mission C : Other tasks contributing to success

- Feed the organisation with information from the field and suggestions on product roadmap's evolution
- Collect customer and market feedback on our value proposition (product, service, etc) in order to fine-tune the product portfolio
- Be involved in selected business development tasks for strategic areas, new fields of application
- Regular reporting to Europe sales management

Interfaces

- Internal : Sales Managers, R&D, PLM
- External : Customers (mainly engineering/R&D teams)

Specific feature

Home office (non-exclusive list of countries of residence: France, Germany, Italy) or in the premises of 3SP Technologies, an O-Net company.

Profile required

Qualification

Engineer diploma.

Skills required

- Knowledge : optics, electronics, fiber lasers, industrial laser sources applications such as cutting/welding/3D printing, in-depth knowledge of the products of major competitors, etc
- “Savoir-faire” and technical skills : understand the cutting/welding processes and be able to interact proactively with the customer on those, understand the customers’ technical concerns and challenges, actively contribute to the negotiation of specifications, emphasize O-Net differentiators for specific user applications, master the way how to achieve the integration of our laser sources into systems (industrial machines), etc
- Soft skills : active listening, communication skills, problem solving, mobility across Europe, available, customer focus, sense of initiative, positive minded.

If you are interested, you can send us your CV and cover letter by e-mail to :

RH@3spgroup.com