

Field Application Engineer Europe M/F

O-Net Group (including entities such as 3SP Technologies and ITF Technologies) is developing and selling a comprehensive portfolio of fiber lasers sources (OEM or turnkey) for industrial applications. Europe is a primary target for O-Net and in this highly technical field, O-Net is searching for a FAE in order to create technical customer intimacy and help to close deals.

Tasks / Activities

Remove technical barriers to the closing of sales opportunities

- 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)
- Discuss and close specifications with the customer
- In the presales phase, act as the link between customer, O-Net development and sales managers

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
- Be involved in problem solving for service activities

Other tasks contributing to success

- Feed the organisation with information from the field and suggestions on product roadmap's evolution
- Regular reporting

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, real knowledge of the products of major competitors (IPG,...)
- Technical skills : actively contribute to the negotiation of specifications, understand the customers' technical concerns/challenges, detect possible differentiators of our solutions, understand how to achieve the integration of our laser sources into systems (industrial machines),
- Interpersonal skills : active listening, communication skills, problem solving, mobile, available, customer focus, sense of initiative

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

RH@3spgroup.com