



Job Description

Job title: Automation Solutions Specialist

Location: Asia

Department: Asia

Reports to: Sales Director, Asia Pacific

Main Purpose of Job

This specialist automation role is designed to provide the proactive approach to aid and support customers, account management and the sales channel within Asia.

Main Functions & Responsibilities

- Close working with the Sales Director, Asia and sales channel to understand application requirements and offer appropriate solutions
- Work with international Application Sales Executives and product management representatives to define the most appropriate solution(s) for customers' workflow requirements involving Snell and other vendor equipment where appropriate
- Support the integration of Snell and third party equipment – from pre-sales through to commissioning
- Respond to or channel customer enquiries/issues
- Close working with the Sales Director to support partner vendor relationships and integration with Snell products
- Support pre-sales technical support/expertise to maximise sales revenue, incl. responses to tenders/RFIs/RFQs by completing relevant competitor analyses and proposing a range of price : performance options
- Provide feedback to Product Management on existing product enhancements, new product requirements and market/competitor activity
- Refer post-sales issues to Customer Care/Service and progress customer issues that have not been resolved satisfactorily
- Where appropriate, complete relevant systems testing and post-sales commissioning for specific projects
- Where appropriate, complete relevant product training for both customers and internal sales / team
- Support relevant exhibitions, roadshows, seminars, etc, incl. design, installation & support.
- Provide regular reporting of market intelligence, competitor activity, major project updates, etc

Qualifications / Knowledge / Experience

- Degree education (preferred)
 - Project Management
 - Server Product knowledge
 - A good technical aptitude with knowledge of Network hardware & Microsoft operating systems
 - Good understanding of broadcast and automation workflows
 - Knowledge of
 - Experience of RFI/RFP process (useful)
 - Experience of file based broadcast workflow is desirable
 - Ability to work alone or as part of a team
 - Willingness to travel globally
 - Ability to work under pressure and achieve tight deadlines
 - Presentation skills to customers and internal staff members
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Contacts

Internal

- Sales
- Product Management
- Engineering
- Customer Care

External

- Key accounts
- Potential / Existing Partners
- Other vendors
- System Integrators

Additional Information

- Full driving license and full passport necessary as there will be a certain degree of domestic and foreign travel in this role

Performance Standards

- Appraisals will be conducted on an annual basis in addition to interim progress reviews
- Achieve mutually agreed objectives, standards and dates

To apply please forward your CV, covering note and salary details to alice.lai@snellgroup.com