

## Technical Support Engineer

Power and Rail Products



MV Technology Solutions is an Australian owned SME company and leading supplier of electrical and rail infrastructure products. With almost 20 years of experience representing 12 market-leading European product manufacturers exclusively throughout Australia and New Zealand.

As part of our continued success, we are currently seeking a Technical Sales Engineer whose primary focus will be to educate our clients and assist our sales team with product selection and technical support. This is a varied role where you will be actively involved in the business and able to make a positive and valued contribution.

### Your responsibilities

- Providing first level technical support for end users, electrical contractors, and system integrators.
- Identify and provide reliable solutions to technical matters to assure complete client satisfaction through all stages of the sales process.
- Collaborate with the sales team during the sales process to help product selection, quotations and tenders
- Communicate to internal teams any client challenges to ensure issues are followed up and resolved.
- Continual self-development in both technical and sales abilities to exceed expectations and goals.
- Assist in the development of marketing material that identifies the specific needs of clients and aligns them with products or services to fulfill the need.
- Perform debugging and testing of equipment to determine fault.
- Liaise directly with our international supply partners and their engineering teams.

## Your profile

- Desire to learn about products and applications they are used for.
- Genuine interest in smart grid, monitoring devices and protection devices.
- Excellent English skills, verbal and written.
- Ability to work autonomously with effective time management.

## *Qualifications & experience*

- Bachelor of Engineering in Electrical, Electronics, Mechatronics Engineering, or similar.

## *Desirable - but not essential*

- Experience with power utilities or railways.

## Our offer

- Competitive salary and bonus scheme.
- You will be rewarded and noticed for your accomplishments.
- Great career advancement opportunities.
- Work with renowned European manufacturers who are global leaders in their fields of expertise.
- Become an integral part of a growing team.
- An extensive diversity of activities.
- A dynamic working environment.
- Career progression opportunities.

If you want to join a great team as well as be rewarded and appreciated for your contributions, send us your resume in confidence to: [career@mvtech.com.au](mailto:career@mvtech.com.au)