



Field Application Engineer

IDEX Biometrics (IDEX) is a company designing and selling biometric fingerprints solutions to multi-billion-dollar markets including smart cards, mobiles and the Internet of Things. The company is in the early phase of commercialisation preparing for volume deliveries and is also developing next generation products.

Field Application Engineers work with manufacturer's representatives, sales managers, IDEX technical and development staff and customers for successful sales conversion. This also includes pre sales activities, where assistance is required in formulating the product specification as per the customer's needs and accelerate the sales procedure accordingly.

The key responsibilities of a Field Application Engineer comprise:

Tasks and responsibilities:

- Assisting in managing the company products and other details of sales and service requests and providing the same to the customers for technical support
- Analyzing technological problems in installed application systems, checking the technical resolution and working condition, and fixing the same if required
- Collaborating with sales team, engineers and product managers to obtain accurate information of application usage, system operations and product management
- Preparing technical elements of a proposal; formulating the intricacies involved in defining the technical solution guidelines for sales team support
- Troubleshooting system applications on customer's request, resolving other engineering issues regarding systems application, conducting regular follow up on customer's activities and monitoring the same for obtaining new sales opportunities
- Preparing relevant records, data and documents for product presentations, conducting training sessions for demonstrating new products and services and supporting the sales team in organizing the presentation and training of product demonstration
- Coordinating with the sales and marketing team, systems application team, and other executive designers for designing proper application systems and formulating the product specification as per the customer's needs
- Providing support for all the installed application and assisting customers in maintaining the engineering applications efficiently
- Evaluating the customer's requirement regarding systems application and administering the technical, technological and functional aspects of proposals accordingly as instructed
- Assisting the application engineering manager to perform the desired tests and installation procedures, preparing detailed schedule regarding the project specification, conducting research on market trends in field application, and analyzing the emerging trends for recommending the new application engineering products
- Participating in different seminars, conferences, and meetings for promoting the devised application engineering products

Experience:

- Proven knowledge and expertise in a related field of engineering
- Previous experience in smart cards is also preferred
- Solid technological base for effectively understanding the technical specifications involved in application engineering, in order to provide technical support, give technical presentations and design and modify the application systems



- Education:**
- Bachelor's degree in engineering or other technology related field, such as electronics. Though engineering graduates are preferred for this role, other technology graduates will also be considered.
- Personal capabilities:**
- Self-driven and able to deliver
 - Good interpersonal skills
 - Good communicator, with strong oral and written communication skills
 - Quality conscious and with an eye for detail
 - Structured and documented work methods; good organizational skills for effectively communicating the technical specifications to customers
- Work place:** Full-time position in Farnborough, UK
- Travel Activity:** Must be available for domestic and international travel to meet customer needs.