



Application Engineer – Service

Date: Jan 22, 2021

Location: Amsterdam, NL, 1086 XP

Company: MTS Systems

smart people.

smart ideas.

smart choice.

A thriving environment for learning, innovation and growth.

Why do so many people join MTS Systems Corporation and stay for a career? Because this is a place where you get to apply your creativity, work with smart people on fascinating projects, and make a positive impact on people's lives. It is a place where you can learn, innovate and grow professionally.

Transforming what's possible with cars, aircraft, bridges, wind turbines and space-age materials — this is work we dream about as kids. At MTS, it's a rewarding career path for talented individuals who are willing to work hard, think hard, and commit to solving complex and critical challenges for our customers around the world, many of whom are leaders in their respective industries.

By joining MTS, you'll have access to the latest tools and technologies, along with the support of colleagues who are passionate about their work. You'll discover a dynamic culture of continuous improvement that extends to our people, one that offers numerous ways to expand your knowledge and advance your career. And because we are a global company, your work may also include world travel.

Our business is thriving. Our future is exciting. Your potential is unlimited.

<https://www.youtube.com/channel/UCBZqUHA2vnZmslwwavVGN3A>

Primary Objective:

Drive outstanding customer satisfaction within assigned customer base / technical discipline(s). Maximize sales volume by providing technical support and leadership to sales opportunities. Create MTS value by leading the translation of customer requirements into a proposed technical solution. Serve as the technical expert/resource on customer applications within assigned area(s), enhancing MTS' technical credibility. Assist Field Account Managers in closing business pursuits.

Major Areas of Accountability:

1. Actively involved in prospecting for, and supporting the sales organization(s) throughout the sales cycle within assigned market area(s).

- Uses knowledge of assigned markets to identify potential new customers (prospects).
- Works with service and equipment sales to visit prospects and drive pipeline and order growth.

2. Gathers information to thoroughly understand the customer's technical requirements, specifications and needs. Establishes technical credibility with the prospective customer.

- Defines customer's technical problems.
- Converts customer's desired solutions into specifications and requirements.
- Evaluates technical content and provides recommendations regarding cost and risk of pursuit.
- Develops custom quotations and proposals to meet customer needs.
- Understands customer's use of legacy equipment in their unique environment and partners with the customer / cross functional team to develop proposals and quotations that achieve the customers and MTS's business goals.
- Understands past MTS practices and uses that knowledge to develop sustainability proposals that enable the customer to prolong the life of obsolete / discontinued equipment where appropriate.

3. Directly, or through a technical pursuit team, creates proposed solutions demonstrating MTS' value to the customer.

- Document and communicate customer specifications to engineering and project management as required.
- Ensure concept design, feasibility assessments, cost estimates, and other elements of the solution are well-understood and completed in a timely manner and to MTS' processes.
- Conducts risk analysis, risk mitigation plan and communicates appropriately
- Assist Sales in demonstrations, prototypes, reference cases, etc. to help MTS and the prospective customer understand the solution as it is being developed.

- May supply value-added external solution, where appropriate.
 - Provides technical content for the proposal and provides it to the selling team.
 - Provide input on pricing and sales strategy based on market knowledge.
4. Plans and conducts effective customer presentations, as required, in partnership with others in the sales organization. Participates in contract negotiations and re-negotiations as required.
- Guides customer through the technical solution, if needed.
 - Adjusts cost and/or risk assessment during the course of negotiations.
 - Manages technical changes. Informs sales leader if proposed solution is modified beyond pre-established guidelines.
 - Uses market knowledge to provide input on pricing.
5. Participate in design reviews with the customer to finalize all details. Responsible for a clean hand-off on projects to Operations.
6. Leads multi-disciplined, cross-functional team of personnel engaged at an application level to service customer needs.
- Provide multi-tiered technical support to V&S customers as needed in their assigned technical discipline(s) and escalate any customer issues not resolved in a timely or satisfactory manner to management.
 - Provides the required business acumen to determine funding options
 - Takes initiative to prioritize customers that require additional support.
 - Leads regular check-ins / meetings with customers to ensure satisfaction with MTS
 - Develops and manages issue list at customer sites to make sure that team is on task with driving those issues to resolution
 - Follows up with customers and cross-functional team members to ensure that members are on point with customer support needs
 - Assist field and engineering staff in obtaining charge mechanisms that enable proper support of the customer (charge numbers, pre-sale opportunity numbers, warranty service order, customer paid service order, etc).

- Partner with platform tech support for assistance with platform related issues that need resolution.

7. Provides support / guidance in the conception, refinement and implementation of marketing tools and techniques (brochures, video, trade shows, etc.) used to promote products and capabilities.

8. Gathers customer intelligence and provides feedback and competitive information on market strategies.

9. Other duties or goals as assigned.

Qualifications:

- BS degree in engineering / technical discipline or equivalent work experience in areas such as project management, technical support or field service.
- 5 years in a progressively demanding customer facing technical environment

Preferred Qualifications:

- Strong communication skills, both verbal and written. Ideally tri-lingual in English and 2 of the following: German, French, Spanish or Italian. German and Italian a huge plus.
- Ability to work with a high degree of personal discipline
- Willingness to travel 10 to 25 percent of the time depending upon the region
- Technical aptitude and decision-making
- Selling and business acumen / Project management ability
- Solid organizational, administrative, time management and multi-tasking skills
- Establishes and maintains effective relationships with customers, gaining their trust and respect
- Ability to listen and empathize with customers and to solve difficult customer issues with a high degree of professionalism and composure



- Works in the best interest of the customer to establish common ground and solves problems across different departments.
- Ability to communicate complex technical situations to a non-technical audience; ability to foster credibility with a technical audience
- Ability to work under the constraints of strict deadlines and short turnaround times
- Proficient in Microsoft Office and Excel

MTS Systems Corporation is An Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, ethnicity, religion, creed, gender, gender identification, sexual orientation, national origin, physical or mental disability, age, marital status or veteran status.

If you think this job is for you, please reply via the link below or via the MTS careers page.

<https://jobs.mts.com/job/Amsterdam-Application-Engineer-Service-1086-XP/695004800/>