



## Job description – Technical Sales Support Engineer

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| <b>Employee :</b>                         | TBH  |
| <b>Department:</b>                        | MM94_Technical Sales Support   |
| <b>Location:</b>                          | Tokyo  |
| <b>Date:</b>                              | November 2020  |
| <b>General</b>                            | <p>The position is with Marlink Maritime within Engineering with focus on Maritime satellite solutions globally. The position is organized in Marlink Maritime Technical Sales Support (TSS) that supports our global sales force with Technical support and guidance.</p> <p>TSS main responsibility is technical pre-sales support, technical solution design, technical consultancy, verification, and QA of Maritime technical solutions. TSS does this for new and existing customers, when establishing new or when changing existing technical customer solution.</p> <p>TSS is also responsible for the technical Quality Assurance of customer solutions before handing it over to the Marlink delivery organization.</p> |
| <b>Main goals</b>                         | <ul style="list-style-type: none"><li>• Ensure a well-adapted technical solution design for new and existing Marlink customers.</li><li>• Provide technical presales support and technical consultancy for Marlink customers in cooperation with Marlink sales.</li><li>• Be the point of contact for Marlink sales, for internal technical solution clarifications.</li></ul>   |
| <b>Responsibilities and authorisation</b> | Responsibility and authorization are in accordance with the processes relevant to this position. Responsibilities and authorization at operational level are defined in the processes.   |



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| <b>Main tasks</b>     | <p>Technical presales support</p> <ul style="list-style-type: none"><li>• Technical Presales promoting Marlink’s technical solutions to our customers.</li><li>• Technical consultancy for Marlink customers and Marlink sales.</li><li>• Participate in BID teams on the behalf of Maritime Engineering in answering RFP’s and RFI’s.</li><li>• Technical solution design of new customers solutions.</li><li>• Technical solution design of changes to existing customers solutions.</li><li>• Marlink internal Quality Assurance of customer technical solutions.</li><li>• Secure that technical internal orders (IOF/CPQ) is handed over to the delivery department.</li><li>• Support the direct and indirect sales force in Asia, Tokyo office.</li></ul>   |
| <b>Main knowledge</b> | <p><u>Education</u></p> <ul style="list-style-type: none"><li>• BSc in telecommunications, electronics or similar (minimum)</li><li>• MSc in telecommunications, electronics or similar (preferred)</li></ul> <p><u>Experience</u></p> <ul style="list-style-type: none"><li>• Very good knowledge of MSS services and related VAS</li><li>• Very good knowledge of data network solutions, WAN, LAN etc</li><li>• Very good knowledge of voice solutions, VOIP, PSTN and PBX</li><li>• Very good knowledge of data network components like routers and switches</li><li>• Very good knowledge of TCP/IP and IP-Routing</li><li>• Very good knowledge of IP-SEC, MPLS, VPN</li><li>• Good knowledge of satellite communications</li><li>• Good knowledge of VSAT’s</li><li>• Good knowledge of RF units (transceivers and BUCs)</li><li>• Good knowledge of Satellite modems</li><li>• Good knowledge of access schemes (SCPC, TDMA and CDMA)</li><li>• Good knowledge of the Airbus Defence &amp; Space Maritime XChange box is preferred.</li><li>• Good knowledge of satellite Link Budgets is preferred</li><li>• Be used to participate in customer meetings</li></ul> <p><u>Skills/expertise</u></p> <ul style="list-style-type: none"><li>• Native Japanese language</li><li>• Fluent verbal and written English</li><li>• Should hold an international driver license</li></ul> <p><u>Knowledge (specific knowledge needed about programs/laws, etc.)</u></p> <ul style="list-style-type: none"><li>• Good knowledge of MS Office (Excel, Word and PowerPoint)</li></ul> |



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| <b>Main attitude competences</b> | <ul style="list-style-type: none"><li>• Very good communication and customer interaction skills</li><li>• Able to work well under high pressure and meet deadlines</li><li>• Dedicated and positive</li><li>• Independent</li><li>• Detail oriented</li><li>• Extrovert</li><li>• Reliable</li><li>• Work location: Asia based in Japan Tokyo office.</li><li>• Some travel (Domestic and Internationally) required, mainly to customers and some internal travels.</li><li>• Depending on the workload TSS work for other regions might be necessary.</li></ul> |
| <b>Interested?</b>               | <p>Please send your cv and motivation to:<br/>Ms. Regine Veulemans<br/>Human Resources Business Partner Japan<br/>Email: <a href="mailto:hr@marlink.com">hr@marlink.com</a></p>  |