



TECHNICAL SALES SUPPORT ENGINEER Tokyo, Japan

About the Marlink Group

In today's world, connecting our customers' businesses and assets in the most remote and challenging locations has never been more important.

As a true partner to our global customers, we provide smart network solutions that connect people and assets around the globe and in all markets where traditional connectivity cannot be achieved or is not available.

As an internationally active and well-known group with more than 1300 colleagues working in more than 30 locations, we help our customers in industries including Shipping, Energy, Humanitarian to run their business remotely in ever smarter, more profitable, and sustainable ways.

Your Mission

The position is with Marlink Maritime with a focus on Maritime satellite connectivity and digital solutions. The job is in the Technical Sales Support team (TSS), a global team that advise our customers and sales force with technical support and guidance.

TSS main responsibility is technical pre-sales support, technical solution design, technical consultancy, verification, and QA of Marlink Maritime technical solutions. TSS does this for new and existing customers and for new vessel installations and when changing the technical solution for existing customers.

The position is based in the Marlink Japan office and reports to HO Technical Sales Support.

Main Tasks

- Identify customers' pains & needs, then design the best connectivity- and digital solutions possible based on customer's requirements, available budget, existing business environment and Marlink's portfolio.
- Support Marlink's ambition to become the trusted partner for connectivity- and digital solutions by engaging personally with customers during the solution design.
- Provide Technical pre-sale advice for both new and existing Marlink customers.
- Provide Technical solution design for both new and existing Marlink customers.
- In the case of customized solutions, drive the customer's solution internally through other departments, i.e., Engineering and Products and in close coordination with Sales.
- Review and approve the technical part of new installation- and change orders (QA check).
- Communicate Marlink's Maritime vision by developing and delivering solution demonstrations, workshops, and solution proposals.
- Contribute to the sales of the maritime solutions; contribute to achieve sales targets.
- Execute proof of concepts designed to prove both the technology and the value offered by Marlink.
- Good interaction skills both with the local Japan team as well as with the Marlink international teams across the different regions.

Qualifications & Professional skills

- BSc in engineering & IT, electronics or similar (minimum)
- MSc in engineering & IT, electronics or similar (preferred)
- Very good knowledge of data network solutions, WAN, LAN etc.
- Very good knowledge of data network components like routers and switches
- Very good knowledge of TCP/IP and IP-Routing
- Very good knowledge of IP-SEC, MPLS, VPN
- Good knowledge of satellite communications
- knowledge of VSAT's is preferred.
- knowledge of voice solutions, VOIP, PSTN is preferred.
- Be used to participating in customer meetings.
- Strong credibility in connectivity and/or IT-related technology 5+ years of experience and demonstrated success in a customer facing role.
- Experience in designing blueprint advanced solutions, and managed services.
- Experience in both managed and professional services.
- Knowledge of the sector where Marlink operates (Maritime) is a plus.
- Good knowledge of MS Office (Excel, Word, and PowerPoint)
- Fluent in Japanese, and verbal and written English (Company language is English)

Attitude & Interpersonal skills

- Very good communication and customer interaction skills.
- Able to work well under high pressure and meet deadlines.
- Self-motivated, comfortable working remotely and autonomously.
- Both technical- and sales-driven – able to cater for both technical and commercial needs of client.
- At ease with multiple national cultures and good fit with our customers' (mostly industrial) culture.
- Comfort in working with large enterprises with multiple contact persons and decision-makers.
- Dedicated and positive.
- Detail oriented
- Good organization skills
- Reliable

We offer

- Flexible hybrid work situation with home office option
- Marlink Training Academy for professional and personal development
- International mobility
- Equal opportunities employer
- Cultural diversity
- Attractive working environment in an international telecommunication company
- Employee social events

Our Commitment

In addition to implementing the ten principles of the [UN Global Compact](#), we have also signed and committed to follow the principles of the [Women's Empowerment Principles \(WEPS\)](#). We believe that promoting gender equality in the workplace is an important part of our corporate social responsibility and a key to sustainable economic growth. We actively work to ensure equal opportunities in all aspects of our business, including recruitment, training and development, as well as leadership and career opportunities. Through our approach to ESG and WEPS, Marlink takes responsibility for promoting a fair and inclusive workplace and society.

In support of



**WOMEN'S
EMPOWERMENT
PRINCIPLES**

Established by UN Women and the
UN Global Compact Office

Interested?

Please send your motivation letter & CV
to shoko.suzuki@marlink.com with reference TSS Japan