

The primary objective of the **Technical Sales Support Engineer (TSSE)** is to assist Technical Sales Support Manager and support the MPCS-US Sales team. TSSE will report to the Technical Sales Support Manager and provide direct support to the Technical Sales Support Manager in all aspects of sales support, including sales demonstrations, equipment field tests, and tradeshow support, and creating customized solutions for regional account customers.

## RESPONSIBILITIES AND DUTIES

- Provide technical sales support, when necessary, support the sales team on sales calls with current and potential customers
- Support equipment demonstrations in coordination with the sales team and monitor tests
- Provide technical support for customers to support pre and post-sales processes
- Understand and define the required equipment and accessories
- Oversee equipment adaptation and set up prior to test
- Prepare the equipment in advance of the demonstration
- Maintain demo equipment with the support of the sales support technician
- Coordinate shipment, delivery and set-up of demonstration equipment
- Coordinate the return of the demo equipment and organize any service or maintenance require on the return of the equipment
- Develop menu, coffee programs and machines setting that meet the requirements of the customer project
- Prepare all materials necessary for the demo prior to shipment
- Support installation and set-up of the test equipment at the customer site
- Must like coffee and espresso beverages
- Evaluate finished product taste and appearance; Coffee, Espresso, Latte, Cappuccino, etc
- Organize and execute customer field test of equipment
- Work with the Technical Sales Support Manager and Sales team to define the scope and goals for the field test

- Organize regional or national service support for the test
- Create supportive documentation for both the customer and service staff. Create documentation to help support installation, set-up of equipment, onsite training, and data collection.
- Monitor the progress of the test and report to the sales team
- Generate test summaries for the sales team and possibly the customer
- Conduct new equipment testing and programming
- Diagnose technical problems accurately and professionally
- Troubleshoot and repair of electrical, hydraulic and electronic systems
- Help internal and external customers to identify and order the correct parts for their equipment and service situation
- Perform quality audits in the field, as required
- Assist in developing technical service bulletins
- Conduct service work in the field, as required
- Provide customer feedback to help identify potential new features or products
- Identify technical solutions to reduce after-sale support costs
- Address all product-related requests in a timely manner from existing and potential customers

#### SKILLS:

- Mechanical and electronic aptitude
- Sales and project management skills
- Strong troubleshooting, organizational and problem-solving skills
- Customer relations, interpersonal relationships, team relations and service oriented
- Excellent organizational and time management skills
- Strong accuracy and detail oriented with all paperwork
- Must be self-starter, work with minimal supervision and be able to accomplish tasks in a timely manner
- Great oral and written communication skills
- Must be able to travel