

**Job Title:** Sales - Field Applications Engineer  
**Location:** Australia  
**Department:** Global Sales  
**Reports To:** Member of Sales Team

**Full-Time**       **Part-Time** /       **Exempt**       **Non-Exempt**

### **Summary**

Provides pre-sales and post-sales technical support Hemisphere's range of Machine Control products and solutions for the construction and mining sectors. The successful applicant will have in-depth experience using GNSS hardware, machine guidance software and terminals, and the various sensors that make up a solution for both onboard machine guidance systems, and pole and vehicle mounted related grade checking solutions.

The applicant's knowledge will be used to provide technical expertise to sales staff and the distribution network through on-site trials, presentations, installation training, webinar training and assistance with proposals and product demonstrations. The applicant will also provide technical expertise back to in-house Engineering and Product Management resources to facilitate and expedite resolution of issues and to guide product development to meet market needs. The individual may be required to project manage specific issues and integrations from time to time, as needed, and needs to convey customer feedback to technical design and engineering staff in addition to his own input.

### **Essential Duties and Responsibilities**

- Assist the sales staff in assessing potential application of company products to meet customer needs
- Assist sales staff with product demonstration, installation and trials
- Perform installations and post-rollout training for the distribution network on the operation and features of the application/solution. This will require customer interaction, but the support requirement will remain as 2<sup>nd</sup> level, the distributor being responsible for 1<sup>st</sup> level support.
- Disseminate customer technical requirements to product management and sales staff
- Interfacing with Tech support, Product Management, and Sales to resolve customer issues
- Conduct field testing and product set-up
- Conduct product training to internal and external customers
- Prepare detailed specifications for the development and implementation of customer applications/solutions
- Assist users with product capability assessment and validation
- Identify appropriate software technologies and support solutions for problem resolution
- Set customer expectations and keep appropriate parties informed of progress
- Provide follow-up testing, troubleshooting and performance tuning as necessary
- Other related duties as assigned by Management and/or Executive Team
- Travel domestically and internationally up to 35%
- Build presentations for webinars, update technical documentation and build quick guide video training collateral.

### **Supervisory Responsibilities**

- This position does not supervise direct reports

### **Education and/or Work Experience Requirements**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

### **Education and/or Experience**

- Minimum 5 years' experience in the GPS/GNSS Machine Control related applications

- Machine Control Applications field support experience preferred
- Both Hardware and Software experience across multiple brands in the Machine Control sector
- Qualifications in Engineering or related field preferred
- Comfortable with regular travel

**Practical/Technical Skills**

- Ability to develop and deliver technical presentations
- Field testing and scientific data collection skills
- Sr. level customer interfacing/presentation skills
- Precision GPS, RTK, Communications and Systems integration skills

**Computer Skills**

- Excellent computer proficiency (MS Office – Word, Excel and Outlook)
- Internet search processes and research abilities
- Specialized software analysis tools as required

**Certificates, Licenses, Registrations**

- N/A

**Language Skills**

- Excellent communication and written skills in English
- Knowledge of additional languages an asset