

## **Field Applications Engineer (FAE)**

North America

Pixeom is in a period of major growth and now requires the appointment of Field Applications Engineer (FAE) to help respond customer demand. Our software suite allows for customer applications to be containerized (Docker).

Most customer interaction will be over the phone, but travel may be necessary within your region to help get customers up and running with our software.

In depth knowledge of: Linux, Containers and Servers are a must. Familiarity with Server installations of Docker, SAAS and Fedora are a plus. Experience in the following markets: Healthcare, Energy, Smart Retail, Security and manufacturing is also a plus.

Reporting to the VP of Sales, the role will involve targeting pre and post sales technical support to enable customers to install successfully try, pilot and rollout our product solution.

Responsibilities will include:

Supporting customers from Proof of Concept through deployment

Gathering the Voice of Customer, identifying possible opportunities for product improvement and feeding back to product development

Developing and presenting training material to customers

Attending trade shows and conferences within your region

Supporting customers by problem solving and be first line technical support. Document issues and act as the technical liaison between the customer and engineering until a solution can be implemented.

Maintain and developing existing and new customer relationships through planned account support at all levels

This position will be based from a home office and will primarily support customers in North America. To effectively support customer needs the FAE will be expected to travel overseas.

Experience: the ideal candidate will be a knowledgeable customer facing FAE with at least 3 years working with Enterprise Data Center solutions. With a technical degree in a relevant discipline (e.g. Physics, Electronics, etc.), the successful candidate will have a good understanding of Linux operating system, server components and product development techniques. Previous experience in one of the following areas would be advantageous;

This is an exciting opportunity within an already well-established business where the right candidate will be able to learn new skills and progress within the company.