

Job Title: Product Specialist

Department: Solutions Department

Vacancy Code: CK08

Requirement Overview

Working within the Emtelle Solutions Department they report to the Solutions Director and are responsible for supporting the Sales, Solutions and Manufacturing teams. the role involves working closely with Sales personnel, Customers, technical personnel and all other depts. within Emtelle, and covers a variety of functions.

Main functions are to carry out product approval testing, create technical documents, develop and introduce new fibre solutions and provide technical product knowledge to sales personnel and customers.

Role and Responsibilities

- 1) Product development in conjunction with customers, suppliers and sales personnel.
- 2) Read and interpret British and European test standards to carry out product testing on fibre, cable, microducts and accessories.
- 3) Create technical documents in the form of test reports, solution presentations and datasheets.
- 4) Preparation of customer facing literature.
- 5) Establish and maintain customer relationships and assisting them to resolve their product challenges.
- 6) Working closely with internal personnel and be responsible for the development and integration of materials, methods, and tools necessary to introduce new products into the company product portfolio.
- 7) Establish test procedures for quality assurance of finished product to ensure products meet customer and industry standards.
- 8) Giving knowledge to marketing to aid best marketing of new materials, products and developments in their field of expertise.
- 9) Working closely with sales personnel providing on-site support where necessary
- 10) Technical advice point of contact for customers and major stakeholders
- 11) Research and development of new products.



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Person Specification

- 1) Hands on experience with ability to work effectively in a physically demanding environment
- 2) Computer literate and familiar with mainstream software packages
- 3) Demonstrable ability to effectively manage a simultaneous range of diverse activities.
- 4) Be a self-starter with good motivational and inter-personal skills.
- 5) A Practical level headed individual with strong technical ability.
- 6) A structured approach to problem solving based on the utilisation of data.
- 7) Familiarity with product management techniques.
- 8) Highly self-motivated, disciplined and organised.
- 9) Time Management, they will deliver a high and sustained standard of attendance and timekeeping.

Experience

- 1) Experience in an engineering or related technical field.
- 2) Degree educated in mechanical, electrical, manufacturing or similar engineering is beneficial
- 3) Highly desirable is a familiarity with Emtelle' s product range
- 4) Experience in Fibre Optics, Telecoms or a related field would be beneficial

Skills

- 1) Excellent written and oral communication skills; must have the ability to communicate effectively and project a professional image when giving and taking information in writing and in person.
- 2) Must have demonstrable technical, communication and problem-solving skills.
- 3) Ability to accurately follow written instructions and drawings: Essential
- 4) Sense of urgency in completing tasking to required targets in terms of output quality and time.
- 5) Ability to respond to instructions given as part of the operational process
- 6) Ability to communicate effectively with colleagues
- 7) Knowledge of Microsoft Office is a requirement as communication and reporting are key.
- 8) Full Driving license is required



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