

Technical Support Engineer Water UK

Goal

The Technical Sales Engineer (TSE) is responsible for technical support and advice with reference to the use of Norit membrane products towards our customers during the proposal and execution phase of a project. From the technical responsibility, he promotes Norit and its products to end-customers, consultants and OEM's/EPC's within the boundaries as set forth in the overall Norit Corporate strategy and the regional Norit strategy.

Position

The TSE reports hierarchically to the respective Division Manager and has a functional reporting line to the Know-How Centre's Technology Manager based in the Enschede Head Office

Responsibilities and results

During Proposal phase

- Technical evaluation of Request For Quotation on completeness and feasibility;
- Documentation of relevant requirements for design and performance guarantees;
- Interpretation of relevant data (pilot data, lab- and water analysis);
- Discussion on commercial and technical strategy for the project with the responsible Sales Manager and Know How Center Process Engineer.
- Discussion with customers about the best possible technical and commercial project approach;
- Design for proposals and definition of performance guarantees, using as much as possible the available standardized documents, processes and information
- Carry out Technical Risk Analyses in association with the responsible Sales Manager and Know How Centre Process Engineer.

The work above is executed in cooperation with the Know-How Centre. Within this cooperation, the Technical Manager has the lead, the Know How Centre has the final technical responsibility for design and performance guarantees.

During Project Execution

- Technical advice and support to local customer during design phase;
- Depending on project, region and circumstances:
 - **Either** full process engineering responsibility within project;
 - **Or** shared process engineering responsibility with Know How Centre;
 - **Or** supporting process engineering role.
- Depending on project, region and circumstances:
 - Coordination of **or** execution of plant commissioning
 - Coordination of **or** execution of plant take-over

Other Activities

- Definition of technical market needs / opportunities
- Service activities on site;
- Trouble shooting on site;
- Pilot support on site;
- Installed base management technical plant follow-up;
- Actively participating in documenting Norit's technical knowledge and experience in the appropriate platform;
- Managing other process and/or pilot engineers in the regional office, if applicable;
- All other necessary activities to support Norit in the region.

Tasks

- a) technical The role of the Technical Support Engineer is fully defined by the job description (above) issued and agreed with the Know How Centre (KHC) in Holland. The role will be the lead technical role within the UK to include;
- Piloting
 - Preparation of Proposals
 - Preparation of Designs
 - Agreement of designs and protocols with the KHC in Enschede
- b) targets (revised annually at the start of the year)
- Quantitative (10% max bonus award)
- Contribute to overall sales targets of ~€10million in 2008
 - Personal sales targets to be €1million per year (2009)
 - Develop by end of 2008, at least one new key account for Norit with capability to deliver €150,000 per year
 - Achieve at least 5 sales visits each month (fully reported)
 - Produce by end of 2008 a market study for the malteries sector
 - Introduction of core technologies to target sectors of malteries and food & beverage industries in collaboration with the F&B division
- Qualitative (5% max bonus award)
- Promote Norit solutions where possible and build on the synergy of the Norit Group
 - Cultivate relation with existing clients and establish contacts with potential customers.
 - Plan travels efficiently in terms of timing and cost
 - Ensure communication within internal matrix functions (visit reports, monthly reports, documentation of events) in accordance with guidelines set
 - Establish yearly forecast (budget) and update on a monthly basis (ASR) together with the Division Manager
 - Observe and monitor competitive activity
 - Apply price awareness for all sales negotiations
- c) information
- ensures proper information flow by way of adequate and timely reports (e.g.: regular customer visit reports; monthly reports; special reports as required) in respect to both specific customers and more general commercial/ technical trends etc.
- d) files/ data
- keeps complete and accurate files of all relevant documentation in respect to marketing activities
 - collects/ analyzes and presents data (customer, market, industry trends etc.) in respect to marketing activities or upon request.

Requirement/Profile:

Persons not complying with the requirements have to get the necessary training, which is recorded on the personnel file.

- education in a science related subject to degree level.
- proven technical sales and marketing experience.
- product and application experience.
- strong organisational skills.
- Excellent IT skills
- proactive approach to business development
- preparedness to travel abroad for training etc.

Interested? Please contact:

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