



<b>Title</b>	<b>Sales Applications &amp; Customer Support Engineer – MENAT Region</b>
<b>Reports to</b>	<b>Sales Manager – MENAT Region &amp; Lead Applications Engineer - Global</b>
<b>Company and Position Description</b>	

Array Technologies, Inc. (ATI) is the global leader in solar tracking and experiencing explosive growth built on our best-in-class technology and dynamic team. ATI is seeking highly skilled, self-motivated people who want to accelerate the world’s adoption of clean and economical energy. If you meet these criteria please consider the company that has been leading the solar energy revolution for 27 years.

The Sales Applications & Customer Support Engineer – MENAT region will be manage multiple inter disciplinary tasks in support of product configurations and optimizations for ATI customers. Responsiveness, timeliness, and accuracy is essential in this position. The ideal candidate will combine the deep analytical abilities of an engineer with the customer service mindset of a business development manager. Direct technical support of customers as well as support to the sales department are required. Key activities required include quoting, pricing, contract review, drafting, general calculations, corrosion analysis, site criteria analysis, geotechnical report analysis, seismic analysis, code compliance, manufacturing standards knowledge, and contract document generation.

The position requires interdepartmental cooperation and networking skills across geographic distance. The ideal candidate for this position will be able to operate autonomously and as a key contributing member of a team effort. Developing and maintaining relationships with the customer’s project engineers, procurement personnel and business development managers is required. Some travel for customer meetings and conferences will be required. The position is located in Abu Dhabi or Dubai, United Arab Emirates. It is full-time and salaried.

#### **Duties and Responsibilities**

- Develop an in-depth understanding of the product line.
- Make necessary engineering calculations to support product selection/recommendation.
- Be the primary technical relationship with the customer.
- Identify customer requirements by establishing personal rapport with potential and actual clients.
- Provide input to product feature enhancements and process improvements.
- Provide all quotes and support documentation for sales activities.
- Provide customer engineering support remotely and on-site if required.
- Strict adherence to ATI’s CRM software processes is required.
- Assist with customer contract activities to ensure coherence to requirements.
- Assist in company forecast process, and ensure that data is kept up to date within Salesforce.
- Assist in ATI’s pricing activities.
- Understand in depth customer concerns and decision variables.
- Work with the sales and Product Mgmt teams to address challenging customer requirements or field issues.
- Provide product and solutions application support and training on products for customers
- Other tasks as may be assigned by ATI management

#### **Required Knowledge, Skills, and Abilities**

- Arabic and English language fluency required.
- The ability to adapt and grow with a rapidly growing and successful global sales organization.
- A proven ability to work with a geographically dispersed sales team to achieve an industry leading technical sales support function.
- Excellent analytical skills.
- Good written, presentation and conversational skills.
- Excellent computer skills in Excel, Outlook, Salesforce, Word and PowerPoint. (In that order)

#### **Education and Experience**

- Bachelor’s Degree in Engineering, Mechanical or Civil preferred
- Excellent interpersonal skills (friendly, personable and customer-focused)
- Minimum 4 years engineering experience, plus 2 years of experience in a sales or a customer facing role
- Experience in the solar, renewables, or power generation equipment market is preferred.



When you are ready to help us change the world, please apply at: <http://arraytechinc.com/careers/>