

Job Title: Sales Engineer/Technical Field Support-EMEA
Department: Sales
Reports To: Director of Business Development, EMEA
FLSA Status: Exempt

About Us

Founded in 1997, Vuzix (NASDAQ: VUZI) is a growing, dynamic company that specializes in the design, manufacture and sale of smart glasses and augmented reality (AR) technologies and products for the enterprise and consumer markets. Company products include wearable displays and computing devices that offer a portable, high-quality viewing experience for applications in augmented reality, digital information, utility, and entertainment.

Position Summary: The Sales Engineer, Technical Field Service Support must be an energetic self-starter with a passionate interest in engineering and support of internal and external customers. The function supports customer escalations and technical account management functions needed by the Sales department.

Acting as a technical subject-matter expert and escalation point for Vuzix products, services, and device technologies, this individual works with key clients and Vuzix personnel to deliver resolutions in a timely manner and to address advanced technical questions and concerns with the integration, configuration, and use of Vuzix's products within the customer's environment. The Sales Engineer also works with Sales, Marketing, and Executives to provide technical consultation for VIP demonstrations, VIP facility implementations, and ongoing support.

The Sales Engineer must be located in Europe time zone.

Essential Duties and Responsibilities:

- Apply in-depth technical expertise and problem-solving skills to diagnose and resolve escalated inquiries and problems that customers report. Activities may include engaging with customers, explanation of Android code and features, reviewing logs, testing wireless networking environments, and exercising Android-based devices across software and components.
- Act as a consultant and knowledge base to guide Vuzix customers in successfully implementing customer solution with Vuzix devices. Work includes consulting on Vuzix's custom SDKs, connectivity, speech services, video streaming, sensors, storage, navigation and more.
- Author articles and/or sample apps to add to our Vuzix product knowledge base.
- Attend customer implementations and industry conferences, showcasing how our products can make businesses more productive, collaborative, and innovative; occasional travel for trade shows or customer visits is required.

- As a customer-facing domain expert, work closely with others on future products and enhancements in order to guide next-generation product design and feature priorities; determine feasibility and customer satisfaction of proposed items

Competencies:

To perform this job successfully, an individual should demonstrate the following competencies:

- **Written Communication** – Read and interpret written information effectively, write clearly and concisely, adapt writing style for different audiences.
- **Verbal Communication** – Give focused attention to what others are saying, take time to understand what is being said and respond when appropriate without interrupting, speak clearly and effectively express ideas and opinions, adapt and react professionally in both positive or negative situations.
- **Teamwork & Collaboration** – Balance team and individual responsibilities, consider others' views objectively and with openness to changing your own, give and encourage feedback, contribute to a positive team dynamic, prioritize team success over personal interests, work effectively across departments toward company goals.
- **Professionalism** – Interact with others in a considerate manner, follow through on commitments, react well under pressure and preserve confidentiality, control emotions, and accept responsibility, maintain focus on solutions and treat others with respect and consideration regardless of their status or position.
- **Motivation & Initiative** – Demonstrate persistence and ability to adapt to changes in daily workflow and overcome obstacles, ask for and offer help when needed, work independently when required, volunteer readily and look for ways to improve and create successful outcomes, positively contribute to overall work environment.
- **Respect & Integrity** – Treat people with respect, work ethically and with honesty and integrity, inspire the trust of others, demonstrate appreciation and sensitivity for cultural differences, help promote inclusion and understanding of the value of diversity, embrace differences and support a harassment-free environment.

Minimum Qualifications:

- Bachelor's degree required, Master's degree preferred in Software Engineering, Electrical Engineering, Computer Science, Computer Engineering, or a technical field or equivalent practical experience
- 3 or more years' experience with Kotlin and Java for Android and in configuring the Android Operating System. Familiarity using Android Studio and Android SDK tools.
- Communicate effectively via written and spoken language; comprehends problems, urgency, and desired outcome in the absence of perfect information; shares information and ideas with others; conscientious listener.
- Maintain composure and professionalism under high-pressure conditions.
- Exhibit high regard for teamwork and collaboration.

- Strong interpersonal and communication skills with the ability to solve problems, adaptable to changing priorities and be a hands-on project participant.
- Able to speak, read and understand English and German. French and Dutch a plus.

Preferred Qualifications:

- Experience in troubleshooting, implementing, and supporting product lines of Java and/or Android based systems.
- Previous experience in business-to-business (B2B) sales.
- Interest in augmented reality, Android development, manufacturing/industrial products, IoT and AI a plus.

Supervisory Responsibilities: This position has no supervisory responsibilities.

Travel: Europe and North America, 20%.

Physical Demands:

- Frequently required to sit, speak, hear, see, and perform repetitive motion (data entry).
- Occasionally required to lift or carry (10 lb. minimum). Reasonable accommodations will be made if possible.
- Position will work remote until permanent office is established.

Other: All Vuzix personnel are required to have received an approved COVID-19 vaccine, subject to certain medical and religious accommodations.

Vuzix Corporation is an equal opportunity employer. We consider applicants without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, or any other legally protected status. We are committed to recruiting and employing the best talent available.