

Distech Controls

Job Description

Technical Sales Support Specialist

Updated on March 9, 2010

Job summary

Immediate Supervisor: VP Sales Americas

Distech Controls Inc., a leading manufacturer of LonWorks based Building Automation systems is experiencing rapid growth. We are in need of a Technical Sales Support Specialist to support the Regional Sales Managers (RSM) and System Integrators in the development and growth of our sales channel.

Job Location

This is a work for home position. The Sales Support Specialist should be able to accommodate a home office environment.

Task Description

The role of the sales support specialist is to provide support to the Sales staff and the sales channel so as to increase sales of the Distech Controls products.

These activities will include:

- ✓ Provide an assisting role to Sales in presentations to the distribution channel, end users, and Consulting Engineers
- ✓ Work With existing Sales Channel to increase sales of Distech Controls products and peripherals
- ✓ Provide for technical presentations of the Distech Controls products line to the Sales Channel, Management and Technical staff.
- ✓ Provide support to the channel in system design and product selection including field level controls, peripheral products, and network architectural and functional usage as it applies to specification and end user's needs
- ✓ Provide RSM with support in evaluating project compatibility (to evaluate if Distech Controls comply with Engineers specifications)

- ✓ Provide Tech support to RSM on our product and applications
- ✓ Development of web graphic demos specific to serve as sales tools and trade shows
- ✓ Provide engineering and programming assistance for new SI
- ✓ Provide assistance in understanding the application of integration of multiple protocols at the field and network levels. Tech support in this area should be limited.
- ✓ Provide assistance in understanding IT related issues as it relates to BAS
- ✓ Provide web based training to Sales and customers on new products and applications
- ✓ Investigate new products in the industry that would be complimentary to our product line.
- ✓ Investigate competitor's products to understand weaknesses and strengths. Provide summary docs for Sales.
- ✓ When needed, help product development group in new product specifications

Qualifications

The Technical Sales Support Specialist should have extensive experience in the BAS industry in the areas of:

- ✓ Open DDC system protocols especially LonWorks and BACnet
- ✓ Control system design, programming and engineering, especially Lon, Niagara Framework and BACnet
- ✓ Development of web based BAS graphical user interfaces
- ✓ Knowledgeable in IT technologies – HTML, OPC, SNMP, SOAP, network management
- ✓ Experience in providing technical support on BAS
- ✓ Sales related skills to assist in the development of sales opportunities with the existing sales channel and potential customers.

- ✓ Excellent customer presentation skills with fluency in English - spoken and written

Personal Qualifications

- ✓ We require a person that is self motivated and who can operate with limited supervision, able to manage his time and areas of focus to achieve the desired results.
- ✓ Excellent technical presentation skills
- ✓ Dependable – as an employee of Distech Controls the position provides limited supervision. As such the ability to manage ones on time to deliver the required results is essential
- ✓ Professionalism – the position requires that a professional image in dress, behaviours and character be portrayed as reflection of Distech Controls
- ✓ Personal mobility – this position requires a reasonable amount of travel by car and plane. As such willingness and ability to travel is essential.
- ✓ Multi Tasking – this position requires the ability to manage multiple customer and internal tasks with effective results.

Compensation

- Base salary plus commission
- Health, Life and Disability Insurance
- Retirement plan

About Distech Controls, Inc.

Distech Controls designs, manufactures and markets state-of-the-art building automation solutions, including DDC controls, wireless sensing and system software, based on interoperable communication protocols. Established in 1995, Distech Controls is headquartered in Quebec, Canada, with offices in Canada, the USA, Europe, Asia and the Middle-East. We are active members of standards-setting associations including CABA, the ZigBee Alliance and BACnet International; and are a Sponsor member of the LONMARK Interoperability Association and a Promoter member of the EnOcean Alliance. Distech Controls offers competitive, innovation-driven solutions for energy efficient management of buildings. We are committed to providing open control solutions that allow choice, advanced functionality and cost efficiency for engineers, integrators, distributors, OEMs and building owners.

If you are interested in joining the Distech Controls team, please send your Resume and cover letter to: recrutement@distech-controls.com. Mention reference national Account Sales Manager in the email subject line.