

At Kigen, we are making the future of securing connectivity simple. As simple as can be. Together with our partners and customers, we are at the forefront of unlocking a new era of secure IoT as Integrated SIM (iSIM) and eSIM become mainstream choice for connected devices.

As part of our ongoing journey, we are growing our team in Noida and are seeking a **Field Application Engineer** to join our Sales Team. Working with the Sales, Business Development, Product Management, Marketing, and Professional Services groups, you will work directly with Customers at a deep technical level to drive adoption and revenue of Kigen's offering. This role will require a high degree of autonomy and excellent communication skills to oversee the implementation and delivery of technical projects to customers.

What you will be doing:

Sales Enablement

- Build deep technical and business relationships with customers with support from numerous Kigen teams.
- Articulate and educate customers on technical aspects of Kigen's value proposition.
- You will capture and amalgamate technical requirements into clearly defined solutions, conduct technical viability assessments, and scope and estimate projects accordingly.
- Collaborate with Sales Managers, customers and other Kigen teams to oversee the technical delivery of projects and responses to RFIs, RFPs and tender bids.
- You will be the "customer voice" towards our Product and Engineering groups, articulating customer and field requirements, and "Kigen's voice" towards the customer, explaining how to use current and planned capabilities.

Account Technical Support

- Collaborate with customers to capture technical needs and ensure delivery of appropriate solutions and will define statements of work.
- Work closely with Kigen Project and Product Managers as well as the Kigen's Professional Services and other teams to ensure successful planning and execution of customer-related projects and technical work.
- Define acceptance testing processes that need to be carried out post-delivery to ensure customer satisfaction.
- Respond to technical queries from customers.
- Assign technical tickets to relevant Kigen engineers and teams, and oversee the delivery thereof to customers.
- You will provide higher-level technical training on Kigen products and services to customers.

What do we need:

- A bachelor's degree in Computer Science / Electrical Engineering or other relevant discipline.
- You have at least 5 years' experience in a technical customer-facing role.
- You have solid experience with and good technical understanding of smart card technologies and specifications, including 3GPP, ETSI, JavaCard, Global Platform, and others.
- You have a technical understanding of enterprise software and familiarity with related software services (SaaS), ideally within the IoT and/or mobile telecoms contexts.
- You have experience with embedded systems development.
- You have excellent communication, presentation and listening skills with varied audience types and sizes.

- You have good ability to articulate new and complex product offerings, and to synthesize multiple viewpoints, perspectives and opinions with objective and impartial analysis to solve problems, gain consensus, and drive decisions.
- You are organised and flexible, exhibit high autonomy, are a problem solver, and a self-starter with a “can do” attitude.
- Willingness to travel when this will be possible again.
- A real team player who embodies our core values of: Be Excellent to All, Think Big Act Fast and Passion for Customer Success.

What are Kigen’s benefits?

At Kigen we like to ensure our people are well supported and rewarded for what they do. We offer a competitive salary, annual bonus scheme, annual wellbeing and personal development allowance, sabbatical, pension scheme and much more! Plus, you get to work with an awesome group of people too! Just check out our [LinkedIn](#) page to see for yourself.

Please submit your CV to the Kigen People Team at peopleteam@kigen.com quoting reference number 102.

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, colour, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.