

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. That's why our customers and partners choose to work with us to proactively protect their digital assets; be that the right to use a connectivity service or application data flowing from chip-to-cloud.

We are growing our Sales team and need a **Technical Solution Manager** to join us in Japan. You will ensure technical support to Sales & Marketing throughout the product lifecycle, from opportunity detection to products delivery and throughout deployment. Support manufacturers in the integration of Kigen products and solutions, from the early steps of the project (design) up to its final validation.

### **What you will be doing:**

#### **Pre-Sales**

- Provide technical advice and support the business development, sales and marketing activities regarding the adoption of Kigen products and solutions within the customer context.
- Highlight technical benefits of Kigen products and solutions compared to competitors.

#### **Implementation/Project Management**

- Ensure active assistance to the customer throughout all the implementation of the solution (including attendance at the customer's premises and remote support)
- Communicate, plan, report and ensure the interface with the stakeholders and the management
- Follow-up and manage the progress of the project

#### **Post sales**

- Provide the customers with information related to products and issues resolutions
- Ensure project follow-up
- Be the technical referent for the project and ensure problem analysis and resolution throughout all the utilization of the implemented solution

#### **Internally**

- Ensure field feedback and collaborate closely with the customer's account manager
- Appropriate reporting to your manager; Proactively share the knowledge acquired on technical issues, products and processes
- Provide activity and account status reports as required by management

### **What do we need:**

- At least 5 years' experience in development and/or support related to electronic components development and their integration in a system
- Customers relations experience
- Strong Computer Science knowledge and information technology knowledge is a plus

- Knowledge of Smartcard standards : ISO 7816, Java Card, GlobalPlatform
- Understanding of Smart card and embedded secure element technologies (personalization, deployment)
- Telecommunication areas: Telecom network architecture and backend system knowledge, Over the Air personalization flow, Subscription management, Remote SIM provisioning
- Good technology base on electronics and protocols
- Mobile devices knowledge: architecture, BOM, ecosystem players, etc.
- Understanding of financial and contractual issues
- Knowledge of internal testing and demo-ing tools
- Fluent in spoken English
- Business communication skills
- Highly self-motivated to challenge learning new technology and skills
- Able to work autonomously and under pressure to meet tight deadlines
- Highly business and customer focused
- Is both rigorous and assertive in their approach
- You are willing to travel when needed both domestically and internationally to customer premises.
- 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](mailto:peopleteam@kigen.com) quoting reference number 0110.

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.