

Who are we? Digital Matter is a leading developer and supplier of GPS asset tracking, sensor monitoring, and advanced telematics solutions. Engineered to outperform, we offer a versatile range of 'deploy once' hardware, with the most extensive portfolio of battery-powered IoT tracking devices across various connectivity and location technologies. The "Internet of Things" field is expanding rapidly, and so are we. Our exciting, innovative technology is increasing demand for our devices, which we sell worldwide in over one hundred and twenty countries and across industries. Our Head Office is in Australia, and we have branches in Europe, North America, and South Africa. Visit our website at www.digitalmatter.com for more information.

What are we looking for? As we continue to scale and grow, we are looking for a Solutions Engineer to join our North American team. The successful candidate will report to our Regional Head of Sales based in Atlanta, Georgia, USA. This is a **fully in-office role** working with a small, dynamic team where you will be afforded continuous growth and development.

Responsibilities

Effectively distil customer technical requirements through discovery calls, QBRs and other engagements to conceptualize the architecture of a solution that meets the client's needs for their specific use case. These solutions can be any combination of existing products, enhanced features, customised products and third-party peripherals.

Qualifications

- Mechanical, electrical or mechatronics engineering degree or equivalent industry experience in a similar field

Experience:

- 5+ years in solution engineering, application engineering or technical presales roles or similar
- Alternatively, 5+ years in a customer support role may be considered for certain applicants with an aptitude to move into solutions engineering

Rapid scoping of custom solutions

- Follow a structured technical scoping process during discovery calls to ensure customer needs are documented in detail
- Attend client QBRs or project implementation meetings and draw technical insights which can be used for unsolicited proposals or to ensure continued success during project roll-outs
- Help qualify and scope feature requests and/or customizations (hardware/firmware/software)
- Contribution and adherence to internal processes for custom feature/product requests

Increase the win rate for deals which require technical proposals

- Development of sophisticated and effective solutions and assistance in writing compelling proposals
- Quality and completeness of solutions architecture slides/documents in proposals

Assist in the development of support documentation

- Contributions to support materials
- Customer interaction and feedback on support materials
- Internal testing of new products/features ahead of client testing

If you have the necessary experience and you would like to apply, please send a copy of your CV to colinda@digitalmatter.com