



HWM-Water Ltd
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Pre-Sales Support/Technical Specialist

About Us

HWM is a leading manufacturer of utility monitoring solutions developed to save customers water, energy, time and money. Our services include the design and manufacture of telemetry equipment, along with installation and data delivery expertise. We have over 30 years' experience delivering services to the water, wastewater and gas sectors.

Job Purpose

We have a new and exciting role available as a Pre-Sales Support/Technical Specialist working in our dynamic Sales and Marketing team here at HWM. You will be responsible for providing technical assistance and guidance during the pre-sales process by identifying both internal and external technical and business requirements, engaging with various areas of the business and delivering a solutions-focused outcome. You will support sales productivity and support the "technical close" in complex solutions. You will be responsible for collaborating with all internal departments, such as Service, Engineering, Finance and Production to ensure that proposed deals include technical solutions that accurately address customer needs and are appropriately supported by key customer technical decision-makers. You will respond to requests for information for proposals from customers, supplying the technical details of proposed solutions.

As this is a new role, it is envisaged that it will develop over time and therefore has scope to become heavily involved in a variety of projects. While this role would be suitable for someone who is highly experienced in performing administrative duties, most importantly they will have sound technical knowledge and skillset.

Key Responsibilities

- Support the Sales and Marketing Department by liaising with all Departments (Engineering, Production, Procurement, Service, Finance and Quality) to gather information and resolve issues;
- Support the Sales Office to process orders (clarifying part numbers, confirming system interoperation of components);
- Liaise with field sales, distributors and customers to close sales related queries;
- Collate, manage and take ownership of sales documentation;
- Support the Sales Team with training and presentations to visiting customers;
- Organise webinars and provide remote technical support to worldwide customers;



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- Support the sales team with submitting tenders;
- Project work for non-conformances and departmental improvements.

The above list of responsibilities is not exhaustive, and you may be required to undertake other responsibilities and training as requested by your line manager, appropriate to your role.

Person

- You will be proactive and ready to enthusiastically embrace continuous change
- You will have a high degree of flexibility and a can-do attitude – no two days will be the same
- You should be self-motivated, a self-starter and able to work using your own initiative, but also as part of a fast-paced and dynamic team
- Excellent communications skills and able to work with a variety of different teams, managers and clients, both internally and externally
- You will need to be organised and methodical, focused and able to manage a demanding workload while coping with dynamically changing priorities
- You should be creative and open minded in finding new solutions to old problems
- An interest in the environment and in particular environmental water management, natural resource or Internet of Things

Qualifications, Skills and Experience

A degree or alternative/equivalent level qualification in electronics or a relevant technical discipline, or experience of working with a technical support role of a B2B environment, with demonstrable experience with database design, programming or electronics may be acceptable.

Highly computer literate, with experience of documenting and managing large amounts of information in Excel or databases (ideally Power Apps and SharePoint Lists).

Experience of supporting technical products in a business to business environment.

How to Apply

To apply for this vacancy please send an up to CV, along with a covering letter to hr@hwm-water.com.