

Technical Sales Engineer

Location: St Leonards on Sea, East Sussex

Introduction

Photek is a specialist manufacturer of vacuum-based tubes and camera systems for charged particle detection and imaging (photon, electron, and neutron); this includes Camera Systems, Image Intensifiers, Photomultiplier Tubes, Neutron Detection and Imaging Systems, Streak Tubes plus a range of associated electronics. The company is based in St Leonards on Sea, East Sussex and has around 55 employees. Photek is part of the Tibidabo Scientific Industries group of companies.

Role, Reporting, Location & Travel

Photek is seeking the right individual to join the Technical Sales team in the role of Technical Sales Engineer, reporting to the Technical Sales Manager.

This is a full-time, customer-facing, technically focused commercial role responsible for converting customer requirements into well-defined technical and commercial proposals, developing new and key customer accounts, and building a high-quality sales pipeline. The role acts as a key interface between customers and Photek's engineering, production and R&D teams, ensuring that opportunities are technically understood, accurately specified, quoted and actively progressed through to order.

The postholder will combine applications knowledge, consultative selling and disciplined account management. The role includes the requirement for national and international travel, which includes attending customer visits, exhibitions and industry events. The role also includes the preparation of quotations and specifications, CRM opportunity management, structured follow-up, and creation of application notes and technical sales materials to support market development and customer engagement.

Key Responsibilities

Responsibilities include, although are not limited to the following:

Technical quotations, specifications and solution development

- Interpret customer requirements and translate them into appropriate Photek product or system solutions.
- Prepare accurate, timely and commercially appropriate technical quotations.
- Coordinate with internal teams (Engineering, Production, Quality etc.) to confirm scope, feasibility, configuration and delivery requirements.
- Prepare and issue technical specifications, statements of work and supporting proposal documentation.
- Manage technical and commercial clarifications, including assumptions, exclusions and revisions.
- Support new and pre-production order meetings to ensure sales commitments are clearly understood.

Business development, key accounts and sales pipeline

- Develop new customer accounts and grow strategic and key accounts through proactive engagement.
- Identify, qualify and progress opportunities across existing markets, new applications and target sectors.
- Maintain accurate account and opportunity information in Salesforce CRM.
- Drive opportunities forward through consistent customer follow-up and agreed next actions.
- Provide clear pipeline visibility and sales forecasts, highlighting risks and resource requirements.
- Monitor market, customer and competitor trends to identify new opportunities and inform product development.

Customer engagement, travel and representation

- Undertake customer visits (UK & International) supporting technical discussions, account development and progression of opportunities.
- Represent Photek at exhibitions, conferences, trade shows and other industry events.
- Build strong relationships with existing and prospective customers as a trusted technical and commercial contact.
- Respond promptly to customer enquiries, coordinating specialist internal support where required.
- Keep customers informed throughout the quotation, order and delivery process.

Applications content and sales enablement

- Produce application notes, technical briefs, presentations, case studies and other customer-facing sales materials.
- Develop strong application and product knowledge to communicate Photek's capabilities and solutions effectively.
- Support product launches, demonstrations, campaigns and promotional activity with technically accurate content.

Job Description Cont/...

Commercial, order and compliance support

- Support customer order processing and maintain accurate sales and quotation records.
- Assist with export-control requirements and export licence applications where applicable.
- Work cross-functionally to support on-time delivery and resolve customer-facing issues.
- Operate in accordance with Photek policies, quality requirements, health and safety procedures and applicable legislation.
- Undertake other duties appropriate to the scope and level of the role.

Relevant Skills & Competencies

Successful candidates should be able to demonstrate the following relevant skills and competencies:

- Strong technical and commercial communication skills, both written and verbal, combined with the ability to work effectively and build relationships at all levels
- Strong customer relationship and account-management skills, coupled with the ability to interpret customer requirements and develop appropriate solutions
- Highly organised with the ability to multi-task and prioritise workload and tasks, whilst working to demanding timescales
- A proactive and positive attitude with a strong, practical approach to problem-solving
- Equally able to work alone and as part of a team, adopting a collaborative approach with the ability to motivate and lead others, ensuring work is done within required timescales to the highest possible standards
- Strong attention to detail and to the highest possible standard
- Willingness to travel in the UK and internationally

Relevant Knowledge & Experience

Candidates should assess their suitability against the following essential and/or desirable requirements:

Essential:

- Technical sales, applications or engineering experience in a scientific/technical environment
- Demonstrable ability in preparing technical quotations and customer proposals
- Clear ability in developing customer accounts and managing sales opportunities
- Experience of CRM/pipeline management, ideally Salesforce
- Understanding of technical sales processes and customer specifications
- Commercial awareness, including pricing, margins and forecasting

Desirable:

Although not essential to the role, the following are considered as desirable skills and/or qualities for the position:

- Degree or higher-education qualification in Physics, Engineering or another relevant technical discipline.
- Knowledge of scientific, engineering or electro-optic products/applications
- Knowledge of export control requirements

Employee Benefits

In return for a rewarding and fulfilling career, successful candidates can look forward to receiving a competitive salary, plus the following employee benefits:

- **Annual Leave Entitlement:** Employees have 20 days annual leave entitlement each year for use between January and December; this is in addition to Bank Holidays of which there are typically eight. Leave entitlement increases by 1 additional day for each full holiday year of service, up to a maximum of 5 additional days; this provides a maximum of 25 days entitlement after 5 complete holiday years.
- **Pension Scheme:** eligible employees will be automatically enrolled into the company's Group Personal Pension Scheme with Royal London after completing three months' service. Contributions are made at 3% Employer and 5% Employee, although employees may increase their contributions if they choose.
- **Employee Assistance Programme (EAP):** all employees have access to the company's EAP which provides employees with free access to a confidential helpline providing immediate help and support with any issues, whether work related or personal for employees and their family.
- **Cyclescheme:** Employees have the opportunity to purchase bikes and accessories at significantly reduced rates, with repayments made through salary sacrifice over a period of 12 months.
- **Home & Tech Scheme:** similar to the Cyclescheme, Employees are able take advantage of discounted rates at Currys & Ikea, purchasing anything from laptops, phones and appliances to furniture, kitchen and tableware and more, with repayments made through salary sacrifice over a period of 12 months.
- **Birthday Leave:** employees can book a day's Birthday Leave each year to celebrate their birthday.

Full details of the Employee Benefits are available upon provisional offer of employment.