



Job Description
Sales and Support Engineer

Industrial Measurement Solutions

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The Company and Product Range

IMS is a private company established in 1998. We have employees in Sydney and Melbourne. IMS provides systems which typically integrate Measuring Devices with Software systems to provide turnkey solutions for our customers. In most cases we hold the exclusive distribution for products which we sell, and close co-operation and liaison with our suppliers is essential. By nature of our business, this involves all aspects of sales, training and support.

IMS current product range / customer base is loosely defined as follows:

- Metrology - High-end 3D Measurements in aerospace, and manufacturing/mechanical engineering industry and some specialist areas of Civil Engineering. The main products we offer in this area come from Leica Geosystems (a division of Hexagon Metrology) and include Laser Trackers, Industrial Theodolites and Industrial Total Stations.
- Vehicle and Aerial Dynamics Measurement - in the Motor vehicle testing and aerial applications such as aerial survey and mapping. Our suppliers in this area include Oxford Technical Solutions (INS GPS Systems), Corrsys-Datron (Motor Vehicle Sensors), ABD (Steering, Braking and Accelerator Robot systems).

Job Overview

This position is primarily a sales role with a strong support bias. It includes customer training and may include minor servicing works. The position will require someone who is willing to accept the diversity of tasks that is essential in small business. The position is answerable to the Managing Director.

The position will suit someone who is capable of learning new products, systems and technologies and enjoys hands-on use of our existing and new systems. Good written and verbal communication skills are essential.

The role is expected to encompass both internal and external sales in a ratio of approximately 2:1.

The purpose of this role is:

- To consolidate our strong position with existing customers and take advantage of new markets, which new products from our existing and new suppliers open up.
- To provide a higher presence in our current Australian market by way of face-to-face customer meetings, consultancies and operator training, and through web and email-based marketing.
- To develop the market for, and promote new systems and technologies for products which, from time to time, are considered by the MD to compliment our product range and capabilities.

Technical Background/Knowledge

It is unlikely that applicants will have experience in all of the areas of our operations. It is expected that he/she has the capacity and interest to independently learn both the operation and application of products within a variety of application areas of existing and prospective users.

He/ she shall have the capability to understand customer needs and the application of IMS systems to that customer's application.

It is essential that he/she develop knowledge of the various systems in sufficient depth that credible demonstrations, training and support of our customers can be undertaken.

Prior Knowledge is preferred in at least some of the following areas:

- 3D and 2D Metrology Products and Metrology Software
- Laser Measurement Products or Systems
- PCs, Common operating systems and communications.
- GPS – INS Systems
- Vehicle Dynamics – handling and performance.
- Data Acquisition Systems
- Electronic Sensors
- CAD / Engineering / CAM

The applicant may, but not essentially, therefore have a background in one or more of the following areas

- Engineering Surveying
- Metrology
- Aerospace
- Military Systems Engineering
- Mechatronics
- IT
- CAD

Customer Liaison and Promotion

- In-house Marketing and sales activities.
- Content preparation for the www.measure.com.au web site as required from time to time.
- Maintenance of customer data base (MS Outlook) in conjunction with other staff.
- Preparation of customer quotations – initially under the guidance of the MD.
- Telephone and email communications with customers.

Administration

There will be some administrative duties associated with this role. We use MYOB for order processing and accounting. Prior knowledge of this is not considered essential. Formal communication by way of prospective sales, budgets etc may be required from time to time.

Other Details

It is expected that the role will involve both local and irregular interstate travel approximately 8 - 14 times per year. There is also expected to be a small component of overseas travel for training purposes.

There will be a probationary period of 3 months.

Remuneration

A remuneration package will be negotiated dependant on the candidate. The package will have a base salary plus a significant incentive based component, 10% superannuation, car allowance, mobile phone and Notebook PC.

B J Cameron

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