



Job Description

Field Applications Engineer - China

Scope

Be part of Fresco's expert technical team in China. Provide superior front line support for Fresco's customers. Assist sales in closing business through technical promotion, product demonstration, competitive evaluation, design, debug and production. Support technical marketing by understanding and providing feedback on customer requirements and competition.

Position based in Shenzhen, China.

Key Accountability Areas

1. Ensure Fresco ICs are designed successfully into our customer's end TV applications.
2. Successfully promote the technical benefits and improvements of Fresco's products to customers.
3. Timely and effective product support for Fresco's customers from concept through production.
4. Cooperation with Fresco factory technical support to resolve complex customer issues
5. Accurate and timely reporting of customer status and support activities.
6. Establish strong technical relationships with Fresco's customers.

Typical Activities

- Track and manage multiple customers through product development with Fresco ICs. Set and manage customer expectations appropriately.
- On-site, email and telephone customer support from pre-sales through design and production.
- Use technical expertise, engineering judgment and analysis to identify, debug and resolve customer issues at chip and system level while leveraging Fresco factory support when necessary.
- Define and prepare technical documentation, training material and other collateral for customer support.
- Prepare and execute demonstrations of evaluation boards and systems to showcase Fresco's benefits.
- Identify and explain customer technical requirements and help identify opportunities to Sales and Marketing.

Requirements

- Bachelors degree in Electrical Engineering, or related field
- 5+ years of industry experience in customer support, RF/Analog design or system design.
- Proven track record interacting directly with and supporting customers.
- Superior interpersonal and communication skills.
- Strong Chinese and English language skills.
- Excellent self and project management skills. Able to juggle multiple tasks and priorities.
- Previous experience in RF and demodulator system-level debug including software and hardware.
- Proficient with standard RF test equipment.
- Knowledge of RF or previous television experience is desired
- Moderate to significant travel, both domestic and international, including trips to Fresco in Toronto, Canada.

Please forward your resume to resumeFAE@frescomicrochip.com