

## Job Description

Job Title	Technical Solutions Engineer
Reports to	Product Manager
Department	Commercial (Technical Solutions Team)
Location	Cambridge

### Who we are

Echion is a world-leading battery technology developer based in Cambridge. We have developed advanced materials enabling the next-generation superfast charging batteries. This enables a fundamental rethink of how products are designed and used, from industrial e-mobility applications, consumer electronics, and more.

It's a fantastic time to join Echion. The company is now successfully trading with its flagship XNO® product. We have big commercial ambitions and a super exciting roadmap of new products to develop.

We're looking for like-minded people to be part of our journey towards a successful future. Learn more at [www.echiontech.com](http://www.echiontech.com).

### Job Summary

The Technical Solutions Engineer works directly with customers to answer technical questions about a company's products and services. This role is part of the Commercial Team and reports directly to the Product Manager. The Technical Solutions Engineer also works directly with Sales and is responsible for the first level of customer technical engagement across the entire sales cycle (marketing, business development, sales, and key account management). This is to support the progression of customers through our sales pipeline.

The Technical Solutions Engineer also works collaboratively with other members of the Technical Solutions team to establish best practices and to propose and carry out technical development work as prioritised by the Product Manager.

### Key Responsibilities

1. Be the customer-facing technical expert for Echion's products, ensuring efficient and effective knowledge transfer and planning of work to help our customers succeed.
2. Attend customer meetings including visiting customers premises/labs.
3. Facilitate technical problem solving with customers, including interfacing within Echion to source solutions, designing and carrying out experiments/tests, developing internal tools and proposing and managing work and projects with external service providers and collaborators (as prioritised by the Product Manager)
4. Maintain a global view on customer technical engagement to report on and develop insights to drive continuous improvement within Echion.

5. Work collaboratively with other members of the Technical Solutions Team to share knowledge and practices to improve the services offered to customers.
6. Provide technical input to Business Development, Sales and other Commercial activities (e.g. Partnerships, Marketing) where required.
7. Maintain the CRM and other tools in timely way to make the customer conversion process as efficient and visible as possible.

Note: Due to the global presence of Echion’s customers, Technical Solutions Engineers may be given specific regional responsibilities. The customer-facing job title of this role may be customised to what is regionally appropriate.

Education & Qualifications required	<ul style="list-style-type: none"> <li>• Degree qualified, with ideally a Masters or PhD in the field of Electrochemistry, Engineering, Chemistry, Materials Science, or similar</li> </ul>
Experience required	<ul style="list-style-type: none"> <li>• Experience working in a start-up/ scale up business would be beneficial.</li> <li>• Presenting on technical topics, including in front of technical and non-technical audiences.</li> <li>• High degree of initiative, autonomy, perseverance, and dedication</li> <li>• Customer engagement and sales</li> </ul>
Skills & knowledge required	<ul style="list-style-type: none"> <li>• Strong understanding of battery technology including cell design and manufacturing, performance metrics and current state of the art chemistries</li> <li>• Strong understanding of Li-ion cell manufacturing techniques</li> <li>• Ability to conduct primary and secondary research</li> <li>• Very good written, presentation and oral communication skills, including development of technical plans, writing of requirements, test procedures and reports.</li> <li>• Ability to create structure in high-uncertainty environments</li> <li>• Ability to understand and report on cell testing procedures</li> <li>• Ability to work well with both commercial and technical functions in the business and experience in customer facing roles and sales.</li> </ul>
Success factors for the role	<ul style="list-style-type: none"> <li>• Successful interactions with all customers (positive customer feedback)</li> <li>• Customers able to successfully complete evaluation activities and agree purchase of products within 18 months of engagement</li> </ul>
Other key information	<ul style="list-style-type: none"> <li>• International travel is required</li> </ul>
Our values	Pragmatic Collaborative Customer Focused

	Engaged Enterprising Reliable Excellence
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#### What we offer

- Competitive salary
- Private Health Insurance plus health care cash plan for dental and optical fees
- Dynamic, cross-functional working environment
- 27 days annual leave plus UK bank holidays
- Option to buy additional holiday days
- Enhanced company pension plan
- Career advancement and opportunities
- Life Assurance Scheme
- Income Protection Scheme
- Employee Assistance Programme

Interested in applying?

We'd love to hear from you.

Our vacancies are advertised on our website. You can also email us your application including CV and cover letter to [recruitment@echiontech.com](mailto:recruitment@echiontech.com).