

Field Application Engineer (Taiwan and Singapore Based)

Company background

MineSec helps our customers to drive innovations in secure and seamless contactless payment solution globally. Our white-label SoftPOS solution provides ease of integration and customization for various business needs, allowing our customers to scale confidently and competitively to meet every market's unique evolving needs. MineSec's highly experienced and knowledgeable team offers extensive local market and industry expertise to help simplify the complexities of innovation and accelerate time to market.

To help us continue to grow, we're in search of an experienced Field Application Engineer in Taiwan to join our team. As an ideal candidate, you have a customer-first mindset with a strong communication skill set. You're highly skilled with knowledge on payment technologies and good at concisely explaining them. You are confident and you are glad to solve problems.

Objectives

- Convince clients that our solutions is technically the best to meet their needs
- Train clients on MineSec's Solutions
- Technical Support clients during the integration and the deployment of our solution
- Provide post-deployment technical support

Responsibilities

- Learn about company products
- Create and deliver training for MineSec SoftPOS solution
- Support commercial technical pre-sales activities
- Technical Support clients during integration and deployment, this means
 - Be the project leader
 - Able to develop application that integrates MineSec SDK
 - Able to perform debugging of clients application code and provide solutions
 - Able to perform integration and UAT testing of the SDK and A&M Server
 - Able to support the integration, installation of the A&M Server at customer premises
 - Able to review code and scan test the A&M server
- First line technical support for the MineSec SoftPOS solution
- Support for certification activities
- Gather customer technical requirements and transfer to the product team
- Be the interface between customers and development team
- Collaborate with all relevant people and balance of resources to ensure the success of the integration, deployment, and maintenance of the product
- Taiwan based with the primarily focus to support the Taiwan market as well as other customers in Asia



Skills and Qualifications

- Bachelor's degree in Computer Science , Engineering or related areas.
- Be familiar with android Java development
- Be familiar with android SDK development
- Be familiar with the common methods of doing debugging/bug tracking
- Basic Cloud-based solution technical knowledge
- Highly effective cross-functional team activities
- Previous experience delivering client projects
- Writing skills combined with strong presentation and public speaking skills
- Eager to learn for new things, self-motivated

Experience

- Experience in pre-sales and client facing technical support
- Experience from mobile application or security software company
- Technical knowledge in payment or security industry in a plus