



For more information and to apply for this position, email us on

hr@intelligentmemory.com

Intelligent Memory Limited

www.intelligentmemory.com

Technical Business Development Manager Americas

Starting time: immediate

Work Location: US East or West Coast

Main tasks include

- Provide first level technical support to all customer base in the Americas, including pre-sales, post-sales, and design-in support
- Technical focal point for both customers and internal team
- Manage technical cases in the Americas, assure timely solutions and feedback
- Create or review technical documentation
- Provide technical market intelligence and support corporate strategy for future products from a technical perspective of view
- This role requires domestic and international travel
- Main focal point for end customers Failure Analysis
- Responsible to on-board all manufacturing rep, rep companies, catalog distributors, and traditional distribution partners for Americas on all technical related items
- Responsible for distribution and direct customers across all regions in America
- Team up with distribution partners, by attending trade shows and/or visiting end customers
- Coordinate any logistics between end customers, external partners, and internal technical and non-technical teams.
- PCN / EOL notifications and tracking
- External representation of IM during tradeshow
- Creation of presentation material for internal and external purpose
- Required travel: around 30%

Your profile

- Bachelor degree in Computer Science or Electrical Engineering and 10 years of direct customer support on semiconductor or related fields
- Ability to work with international team across geographically dispersed area
- Language skills: Excellent communication, verbal, and written fluency in English. Additional language expertise are a plus.
- Ability to interact with customers on different levels: Product Management, Engineering, FAE, Sales, Procurement, Supply Chain, or C-level
- Ability to work in a global and diverse environment
- Willing to learn and improve upon your existing knowledge
- Strong team spirit
- Proactive and professional attitude

What we offer

At IM, we believe that every team member is key to our success in business. For that reason, our aim is to create an environment that enables everyone to contribute in the best possible way. Below are examples of the benefits we offer and the culture we live. As we are a very dynamic organization, benefits will constantly be reviewed and optimized based on individual requirements and inputs.

We approach colleagues as well as external partners with the highest level of **Respect**, regardless of any differences in culture, background or opinion. Diversity and open communication are a core value to I'M. We appreciate constructive criticism as it helps us make better decisions.

We **recognize** individual contribution through regular feedback and by prioritizing internal career development. In this context we also support **personal development** through individual or group trainings.

We encourage a good **work-life balance**, through flexibility working time or the option to work from home and also support a healthy lifestyle with a variety of small contributions that depend on region, work location and individual requirements.

To support a strong **team spirit**, we support regular team activities such as short trips, team building events or activities at or after work.