

## **Field Application Engineer (Taiwan)**

### **Position overview**

Are you a passionate and experienced engineer with a strong background in computer vision, machine learning, and embedded systems? Do you thrive in a dynamic, cutting-edge environment where you can make a real impact on the future of AI technology?

You will be responsible for managing technical interactions with customers in the assigned territory. You will become the “go-to person” for our customers, helping them resolve issues and grow our Metis AI platform to become a market leader.

The Field Application Team is managed remotely and works closely with the R&D teams throughout Europe to ensure a seamless delivery of technical expertise to support our growth during both pre and post sales. Your main responsibility is supporting customers through their evaluation, adoption and deployment of our AI hardware. We deliver integrated, standards-based products such as PCIe boards, modules and small form factor vision gateways, and most of the “hands-on” work involves helping customers use our Voyager SDK to deploy their AI models and end-to-end pipelines on these various platforms.

### **Location**

We offer a flexible working arrangement, remotely from Taiwan.

### **Key responsibilities:**

- Engage with customers during sales meetings to understand their unique needs and requirements
- Serve as a technical expert on our AI's platform and solutions, addressing customer inquiries and providing in-depth product knowledge
- Document and track customer interactions, ensuring effective follow-up and communication
- Serve as the technical expert on our products, resolving all technical issues (either directly or by coordinating with our R&D teams) that are gating items for design wins
- Act as an advocate for our customers internally to ensure we are responsive to their needs, and contributing to the continuous improvement of our products by gathering customer feedback and collaborating with internal teams

### **Typical activities:**

- Pre-sales technical expert: Work with Marketing and Business Development on new product introductions and thought leadership / technology evangelism
- Post-sales technical expert: Work with Sales (direct and channel) to expand opportunities in existing customers, identify new customers and defend design wins against competitive pressure
- Technology scout: Collect technical feedback on our products and communicate to Product Management for integration into the product roadmap
- Competition scout: Collect competitive product information through informal conversations with customers and peers

### **Required qualifications:**

- BS/MS in Computer Science, Electrical Engineering or equivalent work experience
- Experience in the semiconductor and/or Artificial Intelligence industry in a customer-facing application development or technical support role
- Excellent communication and interpersonal skills, with the ability to engage with customers and internal teams effectively
- Self-motivated and results-oriented, with a passion for staying up-to-date on the latest advancements in AI technology
- Programming experience in a relevant area such as Python, C/C++, OpenCL, CUDA
- Experience using a high-level ML framework such as PyTorch or TensorFlow
- Solid understanding of embedded systems and practical experience with embedded hardware
- You have excellent communication and presentation skills in English
- Ability to travel to company sites as needed