



MCLAREN
TECHNOLOGIES

Technical Engineer

PURPOSE/DESCRIPTION OF ROLE

Based in Singapore, the **Technical Engineer Specialist** is responsible for providing deployment, training, integration services, and technical support for McLaren International products and/or technology groups within the portfolio. This specifically includes Call Accounting / Voicemail and Technical Interfaces across all HSIA & Guest Application products. Whilst the role will focus upon Installations and Support to McLaren's customers there are also requirements to assist internal staff on a pre and post sales basis.

Utilising strong communication skills, you will also be responsible for developing and maintaining enduring and productive client relationships whilst liaising with Industry Partners for the Asia Pacific/MEAP Region.

In addition, your role will include exposure to Internal Software Development across selected products and new initiatives within the McLaren Portfolio.

JOB DESCRIPTION

Major Job Specifications:

- Develop accomplished knowledge for specific McLaren International products and/or technology groups. These specifically include Call Accounting / Voicemail and Technical Interfaces across HSIA and Guest Application Products.
- Develop strong relationships with business partners for specific McLaren International products.
- Provide detailed product knowledge to resellers and McLaren International's internal staff on a pre and post sales basis.
- Conduct preparation for new customer installations, including contact for coordination, construction of relevant data tables and preparation of hardware.
- Conduct Interface preparation, setup and configuration across key McLaren products including JAZZ/DuVoice, and Intelity
- Plan and conduct on-site system installation and customer training for system administrators and end-users.
- Exposure to Project Management and the processing of Training Schedules across selected products within the McLaren Portfolio.
- Conduct Professional communications with customers and vendors at all levels.
- Provide customer support
- Provide out-of-hours remote Technical and Interface support
- Maintain Support case history and company information within Salesforce CRM.
- Perform other duties that may include pre-sales and system demonstrations, new product testing, quality assurance, documentation and the design or modification of customer training programs.

- As opportunities arise; Internal Software Development across selected products and new initiatives
- Promote McLaren Technologies and the McLaren International brand professionally and effectively to the market.

Key Performance Indicators:

- Successful system implementations
- Strong, productive and enduring customer relationships
- Strong, productive and enduring business partner relationships
- Accurate and timely reporting
- Opportunities for new product sales
- Customers extending Service Agreements
- Successful Projects Management and Training Schedules

REQUIRED KNOWLEDGE, SKILLS, AND EXPERIENCE

Candidates must possess at least a Bachelor's degree in a related field and/or relevant IT Certifications, MCP/MCSE/CCNA preferred or have at least 3-5 year's strong experience within the hospitality industry.

- Display high energy and passion for the job
- Proven technical and service background
- Proven experience with Technical Hospitality Projects
- Proven experience with Software implementation and Systems integration
- Proven experience with new and existing Hotel interfaces
- Excellent problem solving skills
- Excellent communication skills (written and verbal) – the ability to talk to people about technical details at a level they can comprehend as well as the ability to communicate professionally in written form.
- Strong ability to liaise with Customers and Vendors at all levels
- Experience in systems implementation, configuration and troubleshooting of technical solutions and interfaces
- Experience with Support logging systems and/or Salesforce CRM
- Customer focused – identifying, meeting and anticipating customer needs
- Strong ability to work effectively in pressured situations in a fast paced environment
- Must be an effective, autonomous worker with the ability to self-manage
- Flexibility – can cope with changing customer requirements and business directions
- Broad understanding of data networking products and services
- Experience with a range of Programming Languages
- Great teamwork – ability to build solid, effective working relationships and engage in open communication with manager and team.
- Ability to write and speak Mandarin

While not necessary, experience with the following is a plus:

- Technology as it applies to the Hospitality Industry
- Oracle OPERA and other Hotel Property Management Systems
- Salesforce.com