

Title: Product Manager-Shenzhen

Target: Managing Technical Support to Customers in the Region

Location: Shenzhen

Job Responsibilities

- To help the China industrial sales & marketing team members better understand our customers' requirements of and applications for HARTING products.
- To solve technical problems encountered by customers and provide (new) solutions and best technical advice on EC and EL products.
- To promote HARTING VAB offering, defines requirements with customer, ensures factory and R&D has all customer information necessary to develop a solution and quote, and manages technical aspects of the project until the solution is approved by customers.
- To work out / propose new product development to R&D department (GBU and/ or Zhuhai) and suggest proposals to further complete our product portfolio.
- In-charge of design-in activities and tailor made solutions on EC and EL products for customers and responsible for the maintenance and update of design-in status report.
- To prepare, organize and conduct exhibitions, trainings and seminars for customers and/or HARTING sales staff.
- In-charge of application tooling including installation, user training, organizes maintenance and repairs with Zhuhai factory and GBUs.
- Responsible to monitor the product quality, interfaces with customer Quality Department for any quality issues and prepares quality memos for the responsible regions.
- To increase the design-in wins with existing HARTING products (BOA 0-2) and new products (BOA 3-5).
- To handle customers' complaints.
- To act as the customers' main interface for product management projects.
- To write and prepare Chinese versions of technical articles, press-releases and product advertising for the Marketing Communications team in Hong Kong and China.
- To monitor and report monthly on (new) competitor's products, price strategy, market share and application activities in China. Benchmark our technical support with that of our competitors.
- To write visit reports in SAP/ CRM regarding new business opportunities after each visit.
- To assist other departments with product expertise as required.
- To provide the industrial sales team with updated sales tools:
- To provide Chinese versions of product presentations, products catalogues, sample kits, product demonstration kits and product panels for exhibitions.

Requirements

- The candidate is university graduate in Electronics Engineering or related discipline with at least 4 years' relevant working experience preferably in electronics or electrical products.
- The candidate should have and be able to demonstrate excellent communication and interpersonal skills and with good analytical mind, willing to learn, supportive, detailed, organized and presentable. Mature and able to work independently.
- Complete and expert fluency in spoken and written English is a requirement.