



# ***FUTURE ELECTRONICS***

## **WW Engineering Operations JOB DESCRIPTION**

### **JOB TITLE:**

Technical Inside Analyst

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### **JOB PURPOSE:**

Technical Inside Analyst (TIA) acts as a primary internal resource for our Advanced Engineering and sales teams.

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### **PRINCIPAL ACCOUNTABILITIES:**

He/she will manage activities that pertain to the Demand Creation CRM database for all aspects of registration programs for a given area. This is done in conjunction with sales, engineering and supplier sales representatives within the predefined process guidelines. TIA will submit registrations to Suppliers, ensure a prompt reply, renew registrations as required and respond to questions from Marketing, AEG, Sales and Suppliers.

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### **JOB CONTENT:**

1. Maintain TIA requirements by following reg program techniques and procedures for 3 to 6 branches.
  2. Transmit data from the NEDA to the suppliers as required by the details of the Supplier registrations program.
  3. Soliciting updates from the sales representatives for expiring registrations and renewing those registrations by updating suppliers and our internal systems.
  4. Review prior daily queries to ensure all requests have been captured and submitted to the supplier in a timely manner.
  5. The timely submission of all registration requests via email or on-line tool.
  6. Use the Demand Creation Associates tool daily to maintain the TIA work flow
  7. Be a team player by supporting other members of the team.
  8. Maintain compliance of TIA processes using DCA measured by the KPI.
  9. Provide support to Advanced Engineers and Sales relative to engineering activity and CRM system.
  10. Building and maintaining effective relationships with our Advanced Engineering and Sales teams to ensure superior service levels to our customer base.
  11. Additional projects as required by management.
  12. Escalation on issues to team leader when required.
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### **RECOMMENDED CREDENTIALS:**



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## **WW Engineering Operations JOB DESCRIPTION**

### **QUALIFICATIONS**

- At least a Diploma

### **EXPERIENCES**

- Experience in Operations management in the electronics industry is preferred.
- Candidates with customer service background is beneficial.
- Previous experience in a fast-paced environment and/or similar role would be an asset.