



# Senior Technical Solutions Engineer

Bridging field operations, tactical deployments,  
and the Covidence portfolio

Our portfolio is growing and market demand is increasing. To support this, we are strengthening how we work across customers, sales, and development. We are looking for a Senior Technical Solutions Engineer who can bridge the gap between customers, sales, and development — ensuring that our solutions align with real operational needs and advanced technology.

This role suits someone with operational and tactical experience who enjoys hands-on problem solving, close customer collaboration, and supporting field-deployed devices and applications, while working with in-house development teams to deploy solutions that work in practice.

## About the role:

In this key position, you will be the technical link between our Regional Sales Managers, Product Development, and Product Management. You will provide the sales team with the technical credibility they need to win, while bringing operator-level insights directly into product development.

You will work with our full technology portfolio across audio, video, AI analytics, optics, RF, hardware/software integration, and advanced edge solutions.

## Your primary responsibilities:

### Technical Sales Support & Cross-Functional Collaboration

- Support customer meetings as the technical lead (remote and onsite)
- Translate customer and operator needs into practical system configurations
- Prepare technical input for proposals, tenders, and solution descriptions
- Build trust and credibility with users through clear, practical guidance

### Solution Engineering & Systemdesign

- Develop a solid understanding of the Covidence Group technology stack
- Design fit-for-purpose solutions and system configurations
- Support integrations, edge deployments, and adaptations
- Test, validate, and troubleshoot systems in practice

### Field & Operator Understanding

- Apply hands-on operational and tactical experience in daily work
- Ensure solutions reflect real-world use and constraints
- Evaluate system performance in field or simulated environments
- Understand practical considerations such as power, RF, form factor, and durability

### Training, Documentation & Enablement

- Train distributors, customers, and internal teams in system configuration and use
- Strengthen the sales team with technical knowledge and practical insight
- Develop documentation, best practices, and configuration standards

### Technical Escalation & Pre/Post-Sales Support

- Act as the first escalation point for technically complex sales opportunities
- Support troubleshooting and quality assurance in the field
- Structure and communicate field/market feedback to engineering
- Contribute to technical delivery, staging, and configuration

### What does success look like?

- Sales teams feel technically supported and confident
- Customers experience solutions that work as expected
- Demos and deployments feel realistic and well prepared
- Products evolve based on real operational feedback

### We imagine you have:

- An engineering or technical background (electronics, systems, software, or technical operations)
- Hands-on experience with field-deployed systems, devices, and supporting technologies
- Familiarity with secure or regulated environments is an advantage
- Prior exposure to defence, law enforcement, or investigative environments is a plus
- Experience configuring, testing, and troubleshooting complex systems
- Comfortable working directly with customers and end users
- Able to explain technical topics in clear, operational terms
- Experience as a technical operator, system integrator, or field engineer
- Operational or tactical experience is an advantage
- Experience supporting sales teams or acting as a technical liaison
- Understanding of tendering and procurement processes
- Willingness to travel as required (primarily Europe and North America)

### Personal attributes

- Operational mindset — practical, solutions-oriented, and calm under pressure
- High credibility with tactical users and senior stakeholders
- Hands-on problem solver with strong engineering instincts
- Clear communicator able to simplify complex concepts
- Thrives in the field, and in front of customers
- Collaborative and driven by customer success
- Discreet, trustworthy, and comfortable working in sensitive environment

### Ready to take the next step?

Apply at [www.covidence.com/job-openings](http://www.covidence.com/job-openings)

If you have questions about the position, feel free to email us at [job@covidence.com](mailto:job@covidence.com).

We review applications on an ongoing basis and would be happy to receive your application today.