



# Application engineer – Critical power

## About us

**Centiel** is a technology company based in Switzerland that designs, manufactures, and delivers industry-leading power protection solutions for critical infrastructure. Our range of class-leading, high-efficiency UPS systems provides maximum availability and reliability, and has been developed by the innovators of the first transformerless UPS and the world's first three-phase modular UPS.

Centiel operates in over 60 countries, with more than 90 partners worldwide. This rapidly expanding network delivers best-in-class power protection solutions across the globe.

**Note:** In line with our strategic growth, we are proactively collecting applications for this position as part of a forward-looking recruiting initiative. This means we are evaluating candidate profiles today to anticipate future hiring needs aligned with our development plans.

## Who we are looking for

We are looking for a motivated and technically strong Application Engineer for critical power systems. In this role, you will support our Sales team by designing and configuring UPS and power protection solutions, providing technical guidance to customers, and coordinating closely with internal teams throughout the project lifecycle from tender to implementation.

You will be involved from early pre-sales discussions through quotation, project execution, and post-sales support, contributing directly to customer satisfaction and the growth of Centiel's global Data Center business.

**Workplace:** Cadro (Lugano), with occasional travel

**Reporting to:** VP Data Center Solutions – Critical Power

## Contract details

- Permanent full-time contract (100%)
- Starting date: TBD

## Scope of the role

This position is accountable for:

- Providing internal technical sales support, including quotations, product introductions, documentation and tenders preparation and technical documentation.
- Assisting with project follow-up and ensuring smooth communication between customers, the outside sales team, and Centiel's internal departments.

# Responsibilities

## Technical Sales Support

- Analyze customer and project requirements and support the design of technically sound UPS and power protection solutions aligned with Centiel product standards and customer specifications.
- Prepare and issue accurate costs sheets, technical proposals, and tender documents in line with Centiel's policies.
- Build a strong relationship with suppliers and partners, speed processes, and keep competitive costing.
- Act as an internal point of contact for customer inquiries, ensuring timely and professional responses.
- Build strong, positive relationships with customers and partners, always representing Centiel's values and professionalism.

## Project Management Support

- Assist in the review and follow-up of orders, providing technical clarification and coordination during the order and execution phases.
- Assist in coordinating project timelines and deliverables with internal departments and external stakeholders.
- Monitor project status, ensuring timely follow-up and communication with customers.
- Track and report on sales activities, project progress, and customer feedback.
- Escalate issues and support problem-solving to ensure on-time delivery and customer satisfaction.

# Candidate profile

## Qualifications, Skills & Experience

- Technical education or degree in Electrical Engineering, Power Engineering, or a related technical field, or equivalent practical experience.
- Previous experience in sales support, project coordination, or customer service, within a technical/engineering environment.
- Strong organizational and time-management skills with the ability to handle multiple priorities.
- Excellent communication skills (written and verbal), confident in preparing and delivering presentations.
- Proficiency with MS Office (Excel, PowerPoint, Word); experience with CRM tools is desirable.
- Customer-oriented, proactive, and solution-driven mindset.

- Accuracy and attention to detail in preparing quotations and project documentation.
- Technical background or experience in the UPS, power protection, or datacenter industry is a strong plus.
- Strong English language skills; additional European languages (e.g., German, French, Italian, Spanish) are an asset.
- Willingness to travel occasionally for customer visits, meetings, and events.

# Company values & behavioural competencies

At Centiel, our values guide both our decisions and our daily behaviour.

They define who we are and how we act — shaping the way we work together, serve our customers, and drive innovation.

- Safety, integrity, respect, teamwork – act with honesty and care for people and the environment.
- Own it – act with urgency – take responsibility, make things happen, and deliver with commitment.
- Foster a customer-first mindset – listen, anticipate needs, and create lasting value through service excellence.
- Lead by example – drive continuous improvement – challenge the status quo and share knowledge to grow together.
- Think big and execute – combine ambition and discipline to turn ideas into tangible results.

Every Centiel employee is expected to embody these values through proactive problem-solving, transparent collaboration, and a continuous desire to learn, improve, and contribute positively to our culture and brand.

# Expected results in the first 6–12 months

- Successfully support and coordinate at least two key technical projects in collaboration with the sales and engineering teams.
- Implement clear and efficient communication routines with internal and external stakeholders.
- Contribute to improving speed, accuracy, and quality in project execution, with a focus on customer satisfaction and service excellence.

## What we offer

- Fair salary in line with the responsibilities of the role
- Attention to personal needs in relation to professional activity.
- Autonomy in carrying out tasks.
- Stimulating, open, and inclusive work environment
- Workplace conveniently located near public transport, with covered parking, showers and changing rooms, and close to natural trails that make it easy to combine work with sports activities.

## How to apply

If you identify with this role and are interested in joining us, please send your application, indicating " **Application engineer**" in the subject line, and include your CV and relevant certificates to:

[hr@hq.centiel.com](mailto:hr@hq.centiel.com).