Thanks to **KISSsoft Gear Design Software** for optimizing gears and designing gearboxes
- Radio telescopes can listen into the universe and wind turbines generate electricity.
- Electric cars travel quietly, and sports cars set new acceleration records.
- Robots move powerfully and precisely, and rear-view mirrors can be tilted at the touch of a button.
- Cranes lift heaviest loads and helicopters take off safely.
- And much, much more …

Around 40 engineers, marketing specialists, software developers, translators, mathematicians, and sales engineers work closely and collegially together in Switzerland, USA, Korea, and Slovenia. As part of the Gleason Group, KISSsoft AG develops, distributes and trains users of a globally acclaimed CAE software for the design of gearboxes and optimization of gears. KISSsoft AG is a "hidden champion" and one of the global top players in our niche. In our business development activities, we pursue the following overall objectives
- Strengthen KISSsoft Gear Design Software reputation and drive software sales by explaining our products on a technical, user-benefit, and merit basis.
- Provide technical know-how to our prospects, customers and partners in the areas of transmission, gearbox, gear and bearing technology.
- Strengthen trust with future and existing licensees in our expertise and products, thereby advancing the license business.
- Conduct technical software demos, provide benchmark calculations, execute engineering projects, monitor our competitors and present at conferences.

We are looking for
Manager, Market Development (USA / CA), 100%, immediately, two direct reports
Reporting to the Managing Director of KISSsoft AG, Switzerland
US Citizen or Green Card holder

Responsibilities, market development
- Define and execute a strategic approach to grow KISSsoft business (software sales, engineering projects, training and consultancy) in USA and Canada in collaboration with management and your reports.
- Develop and pursue business opportunities in the areas of software license sales, engineering projects, consultancy, license updates and training. Write, submit, follow up and negotiate commercial quotes.
- Guide prospective customers through the software evaluation process, informing them about its benefits, training requirements, functionality and licensing models.
- Be the first and often single point of contact for prospects, customers and partners for any question, be it technical, commercial, or organizational. Thereby, you build a solid rapport, generate trust and ultimately the willingness to invest in KISSsoft licenses.
- Advance consultancy and engineering services in the domain of technology reviews, gear optimization and system design.
- Gather market insights, analyze and report trends, understand licensees' needs, visit accounts, set targets, compare to as is situation, plan and implement corrective and promotional actions.
- Demonstrate our products, associated theory and application cases through webinars to a global audience. Publish papers of theoretical and software related nature in journals and magazines.
- Interact with marketing team in Switzerland, co-plan and execute promotion. Represent the company and products at trade shows, exhibitions and conferences, building up personal relationships and generating new contacts.
- Strengthen ties with universities using KISSsoft in the education of our next generation of customers.

- Teach other Gleason employees on the advantages, application, theory and usage of KISSsoft. Enable them to introduce KISSsoft as part of the total Gleason portfolio, creating additional business opportunities.
- Present and advance your own ideas to increase license sales, customer relationships and our expertise, knowledge and reputation. Report on software development requirements based on market feedback.

Responsibilities, supervision and processes
- Ensure speedy, precise and comprehensive technical support to licensees. Monitor progress of support tickets worked on by technical support engineer and ensure highest level of customer satisfaction with technical support.
- Oversee day-to-day operations including two direct reports, including invoicing, administration and customer licensing issues to ensure efficiency and quality.
- Support process of providing software test versions and licenses by the administrative colleague, ensure that trial versions are tracked.
- Collect statistics and write reports and forecasts for the management. Advise on strategic initiatives and goals. Responsible for financial performance and budget management.
- Lead or control engineering and consultancy project progress. Ensure customer expectations and project deliverables are met within the given cost frame. Perform project reviews with the technical support engineer executing the projects.
- Organize public training seminars, welcome participants, conduct introductory presentations and advise technical support engineer on execution of the training.

Your future colleagues and reports
- Senior Engineer, in USA, your direct report: Engineer with proven track record in industry, gear designer and KISSsoft software expert. Responsible for technical and software support.
- Administrative, in USA, your direct report: Colleague managing order processes, licensing and maintenance and update quotations.
- Sales and support teams, in Switzerland: Team of 15 colleagues with a strong product and technical background and expertise in administrative and sales processes.

Preferred Education/Training/Experience
- Knowledge of gear design, system analysis, materials, and manufacturing processes required.
- Understanding of transmissions with gears, shafts, and bearings a strong plus.
- At least 3 years' experience with KISSsoft or equivalent gear design CAE software.
- Supervisory experience preferred.
- Bachelor degree or higher in Mechanical Engineering or equivalent.
- Equivalent combination of education and experience considered.

Travels and work place
- Hybrid working model (home office, presence).
- Travelling approximately 15% of the year, in USA and Canada.
- Meet customers, prospects for technical presentations, sales negotiations, and training classes.
- Present at technical conferences, attend product exhibitions, and trade shows.
- Gleason internal sales meetings in USA.
- Typically, once a year, visit KISSsoft headquarters in Switzerland for a duration of one to three weeks.
- Required computer skills to use the given infrastructure and processes include Microsoft Office and Atlassian Confluence/JIRA, SAP and CRM system experience a plus.

Contact Mr. Hanspeter Dinner through hdinner@gleason.com and Ms. Kass Reed through kreed@gleason.com. We are very much looking forward to hearing from you!