



Internal Technical Sales & Project Management Support

About us

Centiel SA 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 50 countries, with more than 80 partners and 8 subsidiaries 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

To support our growth and complete our team, we are looking for a highly motivated **Internal Technical Sales & Project Management Support**.

Workplace: Cadro (Lugano), with occasional travel

Reporting to: Global Sales Director

Role purpose

The purpose of this role is to provide comprehensive **sales and project management support** to Centiel's global sales operations. By ensuring accurate quotations, professional customer interactions, and efficient project coordination, the role is essential in strengthening customer satisfaction and supporting the success of the outside sales team and the Datacenter Business Director.

Scope of the role

This position is accountable for:

- Providing internal technical sales support, including quotations, presentations, product introductions, documentation and tenders preparation.
- Supporting coordination of customer-related activities and events when required.
- Assisting with project follow-up and ensuring smooth communication between customers, the outside sales team, and Centiel's internal departments.

Responsibilities

Technical Sales Support

- Prepare and issue accurate quotations, technical proposals, and tender documents in line with Centiel's policies and customer requirements.
- Support customer visits, demonstrations, and product introductions, trainings and events, ensuring a professional experience.
- Build a strong relationship with suppliers and partners, speed processes, and keep competitive costing.
- Act as a 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 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

- 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.

Contract details

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

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 " **Internal Technical Sales & Project Management Support** " in the subject line, and include your CV and relevant certificates to:

hr@hq.centiel.com.