

**Job Title: Customer Solution Engineer****Location: [ Taipei, Taiwan]**

ZutaCore® is a global organization revolutionizing cooling solutions for the data center. We are a dynamic and rapidly expanding company that specializes in developing innovative direct-on-chip waterless liquid cooling solutions for AI workloads. Our cutting-edge technologies address critical needs in the thriving data center market. We foster a purpose-driven culture built on passion, optimism, and a genuine commitment to our customers, each other, and our planet.

We are seeking a highly skilled **Customer Solution Engineer** to join our dynamic team and support thermal solutions at partner OxM's, Reporting directly to the CTO. The Customer Solution Engineer will collaborate closely with our prospects, customers and partners to successfully design and integrate ZutaCore solutions into standard next-generation server SKUs. In this role, you will design and implement liquid cooling solutions, support the technical closure of deals, and provide a comprehensive perspective on the impact of our solutions.

**Key Responsibilities:**

- Be the ZutaCore technical solutions expert and own technical processes during all engagement life cycle with customers:
  - Assist in pre-sales activities by presenting technical solutions to customers and addressing their concerns.
  - Understand the competitive landscape, including strengths and weaknesses of competing products.
  - Manage technical support of PoCs and production implementation of ZutaCore's solution at server vendors and local data centres.
- Effectively and jointly work with prospects, customers and project trades i.e., server OxM's, distributors, system integrators, DC infrastructure providers, etc., to define ZutaCore solution integration technical requirements.
- Consult and be a technical liaison with the ZutaCore's engineering for customers' solutions. Provide technical support and guidance to prospects, customers and colleagues to facilitate the communication and eliminate the understanding gap.
- Effectively and accurately communicate technical solutions requirements to ZutaCore operations and engineering organizations.
- Oversee and ensure timely product delivery to the customer.
- Ensure successful solution implementation and installation by providing technical expertise during coordination and installation.
- Ensure customer success by providing post deployment technical support as required.

**Requirements:**

- Intimate knowledge and hands-on experience in the server manufacturers (ODM and/or OEM), including server hardware components especially CPU/GPU, operations and etc.
- Understanding of data centre physical infrastructure and engineering, including mechanical, electrical and IT systems, such as power distribution, precision cooling, IT rack layouts and management software

- Understanding of data centre cooling systems and their impact on thermal management and energy efficiency.
- Understanding of the competitive landscape and ability to develop strategies to pitch against competitors.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical specifications in order to translate such information into a detailed engineering spec.
- Strong technical sales skills and excellent communication & presentation, including the ability to present and explain technical solutions to customers.
- Ability to work with partners to deploy solutions in customer environments.
- Innovative, problem solving, hands-on attitude and results driven
- Detail oriented
- Be familiar with ProE, Solidworks and AUTOCAD. Sketchup and VISIO will be a plus.
- Self-motivated and teamwork abilities.
- Exceptional customer success focus and skills
- Language requirements: Native Chinese. Effective verbal and written communication skills in English. Proficiency in Taiwanese is a plus.
- Minimum 5 years of experience in technical aspects of data centre or server manufacturer design and engineering
- B.Sc. in mechanical engineering or thermal engineering or equivalent

**Benefits:**

- Competitive salary based on experience.
- Bonus for festivals in Taiwan, i.e., Dragon boat festival, Moon festival, Chinese New Year
- Paid time off and annual leaves.
- Opportunities for professional development and career growth.

**Application Process:**

To apply, please submit your resume and a cover letter outlining your qualifications and interest in the Customer Solution Engineer position to [careers@zutacore.com](mailto:careers@zutacore.com)