JOB DESCRIPTION: Sales Engineer
DEPARTMENT: Sales/Operations
DIRECT REPORT: Director of Sales

JOB OBJECTIVES:

The Sales Engineer is responsible for evaluating the needs of the customer and using best practices to create sound and consistent end-to-end solutions for the customer. The Sales Engineer should be revered as a trusted IT advisor to the customer by translating their business needs to coherent and feasible technical designs that result in consistent environments. This has the potential to reduce product support issues and streamline the implementation. Responsible for actively driving and managing the technology evaluation stage of the sales process, working in conjunction with the sales team as the key technical advisor and product advocate for the products we sell today and the products we might sell in the future. Work with all team members to put together document needs for RFP responses. The Sales Engineer must be able to articulate technology and product positioning to both business and technical users. The Sales Engineer will take information learned in discovery and prepare proposals to match the customer's environment.

RESPONSIBILITIES:

- Support the NEWCOM team in all sales efforts with partners and customers
- Identify all technical issues of accounts to assure complete customer satisfaction through all stages of the sales process
- Responsible for development and delivery of product demonstrations
- Create processes where necessary to streamline the company systems to keep operations running smoothly
- Document proposals in CRM (Salesforce) to aid in creating reports for pipeline reviews
- Contribute to preparation of RFP responses
- Perform discovery with the end customer to include needs not listed in an RFP or other discovery documentation
- Review quotes for accuracy when needed by team to eliminate errors
- Ensure current pricing and maximize margins for proposals
- Work with hardware and software vendors to develop solid IT solutions for customers, utilizing and understanding new technology as it becomes available and practical

- Participate in Partner project management planning meetings
- Negotiating tender and contract terms and conditions to meet both client and company needs
- Work on after-sales support services and providing technical backup as required
- Meet regular sales targets and coordinate sales projects
- Support marketing activities by attending trade shows, conferences, and other marketing events
- Make technical presentations and demonstrating how a product meets clients' needs
- Adheres to all company policies, procedures and business ethics codes and ensures that they are communicated and implemented within the company
- Complete regular product trainings to stay technologically relevant

RELATIONSHIPS AND ROLES:

- Demonstrate technical capacity, communication proficiency, and team work
- Set examples for team members in areas of personal character, commitment, organizational and selling skills, and work habits
- Able to respond to functional and technical elements of RFIs/RFPs, and able to convey customer requirements to Product Management teams
- Conduct regular communications with team members
- Maintain contact with Partner team members to ensure high levels of client satisfaction
- Demonstrate ability to interact and cooperate with all company team members

SPECIFICATIONS:

- Technical or business discipline or equivalent experience (preferred Bachelors' degree)
- 3-5 years minimum in sales and business operations
- Work required 20% travel time
- Proven track record and success in a results-oriented company
- Strong communication and interpersonal skills
- Highly motivated self-starter, proactive, helpful, can-do attitude
- Neat, organized, able to work independently and interdependently, welcoming to the public and customers
- Software efficiency including spreadsheets, Microsoft products (Word, Excel, PowerPoint), email, web, relational database management system (SQL Server), CRM (SalesForce.com), Teamwork

- Proficient in storage, virtualization, and network design
- Excellent presentation, interpersonal and communication skills
- Able to maintain a good work-life integration
- Highly motivated self-starter, proactive, helpful, can-do attitude
- Adaptable and reliable to work from home by adhering to the company policy
- Able to operate in a fast-paced and changing market environment