



Job Title: Sales Engineer

Department: Sales

Job Description:

The purpose of the Sales Engineer position is to provide sales assistance to the Sales Team concerning the technical knowledge of products and services. The Sales Engineer also acts as a liaison between the Sales Team and other departments within the company, such as the Service Desk or Development Team.

Basic Functions:

- Assist the Sales Representatives with technical knowledge pertaining to the products and services offered by the company.
- Provide pre-sales technical assistance and product education to the Sales Team, customers, and prospects.
- Provide technical specifications for a quote or proposal and prepare accompanying materials.
- Interpret customer requirements; speak with customers or prospects to understand their needs and relay this information to the Sales Representative.
- Perform technical presentations that demonstrates how products and services can benefit and meet customer or prospect needs.
- Serve as liaison with other departments in the company to gather technical expertise for supporting the Sales Team.
- Support marketing activities by attending trade shows, conferences, and other related events.
- Maintain in-depth product knowledge of the service offerings of the company.
- Perform sales procedures through activities and opportunities and remain compliant with defined policies and procedures.

Additional Duties and Responsibilities:

- Attend weekly sales meetings and ensure sales opportunities are compliant with company policy.
- Assist with sales projects and provide cross functional assistance to other departments when needed.
- Develop in-depth knowledge of the service catalog and how it relates to customer's needs.
- Document internal processes and procedures related to duties and responsibilities.
- Responsible for entering time and expenses as they occur.
- Understand processes by completing assigned training materials.
- Enter all work as activities or service tickets.

Knowledge, Skills, and/or Abilities Required:

An individual must be able to perform each essential duty satisfactorily to perform this job successfully. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Technical background, with previous experience in a technical role.
- Proven track record in sales and knowledge of technology.



- Enjoy working with customers and external audiences.
- Proficient with general office applications.
- Strong organizational, presentation, and customer service skills.
- Skill in preparing written communications and materials.
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care.
- Ability to multi-task and adapt to changes quickly.
- Typing skills to ensure quick and accurate data entry.
- Self-motivated with the ability to work in a fast moving environment.

Educational/Vocational/Previous Experience Recommendations:

- BA/BS, preferably in marketing, advertising, business administration, or a related field.
- 5 years of sales experience and/or service experience.

Benefits:

- Competitive salary based on experience and qualifications.
- Health, vision, and dental benefits.
- Long-term disability, retirement plan.
- Performance based incentives.
- Generous bonus levels.
- Full on the job training & support.
- Fun working environment and culture.
- Great opportunity for advancement.

The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. Other duties may be assigned as needed.