



JOB DESCRIPTION – Senior Sales Engineer

The Senior Sales Engineer is responsible for supporting sales teams with product positioning, validating customer voice/data/Internet and cloud computing application requirements, performing product demonstrations, and winning the confidence of client prospects. This will be accomplished via audio or web conference calls as well as live meetings. The sales engineer will have expert-level knowledge of unified communications, hosted PBX, SIP trunks, IP telephony transport/applications/endpoints, Internet access and applications, managed security, unified messaging, audio/web collaboration, IM/presence, and PBX/IP PBX integration. Further, the sales engineer will have experience with legacy TDM based voice carrier products, carrier delivered WAN solutions including MPLS and VPN, and digital and analog premise based solutions telephony systems.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Assist direct and channel sales teams to qualify prospects based on technical feasibility.
- Provide technical product capability positioning.
- Validate customer voice/ data/ internet network and application requirements.
- Complete new client technical surveys.
- Participate in sales discussions over audio/web conference or in live meetings.
- Perform demonstrations over web conference or in live meetings.
- Win the confidence of colleagues and client prospects as an expert technical resource.
- Work with sales teams to develop winning and profitable solutions.
- Assist sales in pricing, proposing, and initiating ICB processes.
- Interface with other departments regarding product development and implementation.
- Monitor sales progress with CRM tools
- Provide product, systems, and technical training to new and existing employees on an as needed basis.

REQUIRED SKILLS

- 5 years of relevant work experience plus BA or BS or equivalent.
- Knowledge of VOIP protocols (SIP, H.323, UNIStim, MGCP, RTP).
- Knowledge of data networking protocols (TCP/IP, UDP/IP, DNS, DHCP, ATM, TFTP, POP3, IMAP, SMTP, SNMP, HTTP/S,).
- Knowledge of data routing protocols (RIP, EIGRP, OSPF, BGP) and MPLS/VPLS design and deployment.
- Knowledge of audio codecs (G.711, G.729, G.722).
- Experience in deploying hosted voice over IP services (Broadsoft, Cisco, or proprietary).
- Knowledge of IP endpoints such as IP phones, soft phones and mobile devices.
- Knowledge of premise based PBX/IP-PBX.
- Knowledge of PSTN protocols and transports (PRI, ISDN, DS1, DS3, MetroE, DSL).
- Knowledge of Microsoft Outlook including unified messaging, IM/Presence integration.
- Knowledge of audio/web conferencing and collaboration.
- Knowledge of collaboration solutions including video conferencing and IM/Presence.
- Experience with cloud computing solutions including storage, servers, SaaS, IaaS, and BC/DR.
- Ability to present material accurately and effectively.
- Able to effectively communicate with customers, vendors and company employees verbally, via phone, email, written correspondence including spreadsheets and other computer generated presentation and financial tools.
- Proven project management skills working collaboratively with internal and external groups.
- Managerial, team building, communication, and presentation skills. Ability to work independently.
- Proficiency with MS Office (including Visio) and Windows 7.