

JOB DESCRIPTION

Job Title: Sales Engineer
Department: Sales
Reports to: Director of Sales Engineering
FLSA Code: Exempt Salaried
Location: Corporate Office, Alpharetta, GA

Job/Position Summary:

We are looking to hire an experienced Sales Engineer to work alongside our sales and operations teams. As a Sales Engineer, you will be the subject matter expert in assisting sales in discovery calls, building proposals, designing solutions to fit the customer's needs, helping close sales opportunities, and building statements of work.

To ensure success as a Sales Engineer, you should have in-depth knowledge of mobility software and hardware, and strong written and verbal communications skills. Following processes and paying close attention to detail will be crucial.

Key Accountabilities/Essential Functions:

Principle Responsibilities

- Conducting client discovery calls with Sales Representatives.
- Meeting with clients to discuss their hardware and software needs.
- Strategizing with the sales team to create customized solutions.
- Designing and documenting integration processes for customized mobile software and hardware solutions for the customer.
- Develop Statements of Work for each customer.
- Building proof of concept solutions based on solution requirements for customers to review, test and approve.
- Detailed document writing for the Integration Team to follow during the integration process of customer software and hardware.
- Informing various stakeholders about any problems with the current technical solutions being implemented.
- Supporting the sales team with all technical related queries.
- Resolving technical problems as they arise.
- Continually researching current and emerging technologies and proposing changes where needed as well as training the team as they arise.
- Assist Integration Team with large scale projects as needed.

Required Qualifications (Education, Experience, Qualifications):

- 3+ years experience in software and hardware solution engineering and pre/post-sales support.

- 3+ years experience in OEM sales/support, various MDM vendors, Managed Services, or carrier solutions.
- Proficient with Microsoft Office Suite: Outlook, Word, Excel, PowerPoint, and Teams.
- Previous project management experience is advantageous.
- Ability to develop strong vendor/client relationships. Work involves extensive personal contact and frequent communication with others.
- Must have the ability to work well in a dynamic, high-growth environment where priorities may change quickly based on shifting business needs.
- Must be self-motivated and able to determine appropriate, specific activity and tasks based on high level objectives.
- Requires the ability to work independently with minimal supervision.
- Requires the ability to communicate effectively both orally and in writing.
- Requires the ability to follow procedures.
- Requires the ability to schedule and prioritize time effectively.
- Ability to plan, schedule and monitor multiple concurrent tasks to meet agreed deliverables and deadline.
- Requires extreme attention to detail.