

SENIOR SALES ENGINEER

JOB DESCRIPTION

ABOUT THE POSITION:

Founded in 1996, IntraSystems is a highly respected IT consulting company, managed services provider, and systems integrator that specializes in the deployment and delivery of IT infrastructure, virtualization services, security, and cloud solutions. Due to recent ongoing and continued business growth expectations, our Engineering team is looking to expand. A2U became a part of the IntraSystems family in December, 2021.

The Senior Sales Engineer communicates detailed, high-level solutions and recommendations within the IT industry technologies. Deliverables include needs analysis, requirements, architecture diagrams, high-level designs, detailed specifications, presentations, RFP responses, and account planning recommendations.

OBJECTIVES OF THIS ROLE:

- Support the sales staff and work independently with customers to assist A2U as part of the pre-sales cycle
- Support the sales team by:
 - Providing technical support for meetings
 - Researching technologies and solutions
 - Preparing and presenting Statement of Works (SOW)
- Build and implement POC solutions in accordance with client environment needs
- Work alongside the delivery team and clients to ensure the proper functionality of A2U implementations
- Build strong customer relationships and to lead customers through challenging technology decisions
- Provide exceptional customer services via phone and email, and in person as appropriate
- Facilitate and lead client configuration planning meetings for specific technology projects

OTHER DUTIES AND RESPONSIBILITIES:

Customer Service

- Provide exceptional customer services via phone and email as appropriate
- Mitigate difficult customer situations through conflict resolution strategies
- Writes clear and concise reports
- Regularly uses active listening skills
- Identifies opportunities to reduce waste and increase efficiency
- Anticipates and overcomes barriers
- Spends time with the customer in order to understand their needs and perspectives
- Has broad knowledge, understanding, and experience of IT and its relationship to business

Credibility

- Demonstrates honesty in behavior and actions
- Works to earn trust by delivering on his\her assignments as directed
- Rejects unethical shortcuts
- Has confidence and courage to ask for help when problems occur
- Is aware of and avoids conflicts of interests when they occur
- Develops hypotheses and uses process knowledge to address questions and complex problems

Analytical Thinking

- Ability to think with perspective and creativity
- Ability to apply standard troubleshooting theory
- Effectively structures work and workflow

Organization

- Manage assigned daily tasks and incidents with very little oversight
- Provides input to planning project planning process and reports progress of activities
- Communicate project status and progress to IT Project Manager
- Adapts his/her actions, contributing to support the team objectives
- Strives to keep up with work and responsibilities without having to be pressured
- Avoids mistakes by learning from others
- Assures that built-in tests are properly designed and proactively checked
- Takes on new assignments with enthusiasm
- Keeps accurate record of steps and decisions taken

Project Management

- Understands basic concepts of task scoping, scheduling, and resource planning
- Contributes to decision-making process or the development of project tasks and timelines
- Suggests reasonable changes in approach based on changing requirements
- Integrates activities and processes for work groups to ensure success of projects
- Understands the metrics associated with a problem or situation including their significance and relationship to the project
- Assigns responsibilities and conducts ongoing observations and measurements to track project performance

Teamwork

- Act as a mentor to Support Analysts and Support Engineers
- Works with Technical Team Lead to ensure successful implementation of Projects
- Takes a mature approach to differences of opinion
- Willingly shares information and expertise with others
- Learns from errors or failure and moves on

QUALIFICATIONS:

- Degree or postgraduate certification in computer science, software development, information systems or equivalent work experience in Enterprise IT preferred
- Five+ years of experience supporting, administering, and architecting mission critical virtualized Enterprise Systems
- Two+ years of consulting experience preferred
- Microsoft Solutions Experience (Hyper-V, Exchange, SQL, Office 365, Active Directory, GPO)
- VMware Solution Experience (vSphere, Horizon, AirWatch, VSAN)
- Understanding of Hyper-Converged Infrastructure (HCI)
- Experience troubleshooting issues with VDI such as connection problems, application failures, slow response, or boot issues
- Scripting experience with Windows PowerShell
- Ability to architect Enterprise IT Solutions
- Ability to create and present IT solutions to customers
- Able to learn technical concepts quickly and apply them effectively
- Superior written and verbal communication skills
- Able to troubleshoot and research issues, using internal and external resources such as technical forums and knowledge bases available through the Internet
- Self-motivated individual, able to work independently or on a team
- Able to grasp the "team player" concept, even when working individually
- Ability to multi-task several mission critical tasks/projects with minimal supervision

BENEFITS:

- Health coverage with dental, vision, disability, and life insurance
- 401k plan offerings
- Paid vacation, PTO and company designated holidays

WORKING CONDITIONS:

- Full-time, normal business hours of Monday – Friday with occasional evening/weekend work as company needs/operations dictate. Within reason, carry mobile phone for availability off-hours.

PAY PERIOD:

- Bi-weekly, paid on Fridays

REPORTING:

- The Project Manager position reports directly to the Chief Technology Officer.