
Senior Sales Engineer (SE)

Pinnaca is a world leader in the video conferencing market. Pinnaca has locations all over the world, and helps companies communicate easily and effectively through our managed video conferencing solutions. Video conferencing is at the forefront of collaborative technologies designed to deal with global business. Pinnaca manages user's video conferencing experience across multiple platforms through immersive Telepresence, boardroom, desktop and mobile solutions.

POSITION OVERVIEW

The Solution Design team, reporting into the Solution Design Manager, is responsible for all technical pre-sales activities, also referred to as Sales Engineer in the industry. Under minimal supervision, this pre-sales technical design professional will play a key role in representing Pinnaca while supporting its sales organization on products, services and solutions. The Sales Engineer (SE) will support the Global Sales teams throughout the entire sales process by providing technical insight on solutions, demonstrations of technology, solution design and proposal generation. The SE resolves technical issues arising during the sales engagement, helps clients define specifications and requirements, develops solutions, and provides technology presentations to both technical and management-level audiences.

The SE is ultimately responsible for the technical solution that is presented to Pinnaca customers. The main objective of this role is to become the trusted technical advisor to our partners and customers. The Pinnaca sales team is the largest customer of the Solutions Design team and support all sales opportunities across the globe. The SE role is an integral component of the sales cycle.

MAJOR DUTIES AND RESPONSIBILITIES

- Be customer/partner trusted technical adviser
- Support RFI/RFP/Bid process – required to possess good technical writing skills
- Support Partner on-boarding process by providing Technical support to partner pre-sales and sales teams
- Grow technical knowledge of solutions, products and services within the IP, video and unified communications space.

- Strong understanding of how PINNACA delivers services to customers
- Maintain strong understanding of existing product offerings, capabilities, pricing, restrictions and limitations
- Product Development on customers' current and future technical requirements in order for PINNACA to continue to evolve our product offerings
- In accordance with ISO27001, you are required to abide by our security policy.
- Provide Sales teams with full technical sales support including:
 - Understand and document customer requirements
 - Develop Solution that meets customer requirements
 - Develop network diagrams
 - Develop proposals

SKILLS REQUIRED

- Ability to work in a virtual global team
- Build and foster strong relationships with vendors and partners
- Strong commercial awareness
- Proficient in Microsoft Office and google products - with focus on Visio and Word
- Customer oriented with strong customer presentation skills
- Ability to multi-task and work in a high energy environment
- In-depth knowledge in designing IP networks, QoS and CoS
- Good understanding of IP Video. Alternatively, strong VoIP experience is a plus.
- Good working knowledge of Video conferencing technologies (infrastructure and endpoints) from major vendors Cisco (Tandberg), Polycom, Radvision, Vidyo
- Demonstrated record of strong customer-facing skills and the ability to build ongoing customer relationships
- Excellent verbal, written and interpersonal communications skills

PREFERRED SKILLS AND EXPERIENCE:

- Ability to prepare & articulate technology presentations to business and technical users
- Be a self-motivated, revenue and profit focused technical expert
- Have a solid understanding of IP networking, including H.320/H.323/SIP, firewall ports & policies
- Cisco CCNA, CCDA
- Microsoft Lync/Skype for Business
- Have a foundational understanding of AV design and implementation

EDUCATION AND EXPERIENCE REQUIRED

- 5+ years applicable work experience in the video or related industry
- Technical / college degree or equivalent experience
- 5+ years' experience designing, installing and maintaining mission-critical IP network and computing systems

Employee Name: _____

Employee Signature: _____

Date: _____