

Senior Sales Engineer New York City Level (3) Communications LLC

Job Summary: This position provides quality pre-sales technical support to the sales organization. The Sales Engineer interacts with Agents to execute the technical aspects of the Level(3) sales strategy. The SE works in tandem with Level (3) sales force and partner agents and actively participates in sales calls.

Dimensions: The SE helps to qualify sales opportunities, resolves all 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. Spends 80% of the time in the field and/or on conference calls on customer meetings supporting partner sales team(s).

Knowledge Required:

- Bachelor's degree in Business or technical field or equivalent
- Five to seven years technical environment, sales engineering and/or sales in a voice/data environment
- Minimum of two years' in a position requiring direct professional interfacing with customers
- Engineering skills in MPLS, IP, VoIP/SIP, Sonet, DWDM, Ethernet, Frame/ATM and Voice applications. Technical sales skills, communication skills, presentation skills, strategic planning skills, LAN technology, WAN technology, customer premise hardware technology, technical network diagramming and design, Cisco, or other router and hardware configuration experience
- CCDA /CCNA preferred but not required
- Ability to travel as required
- Excellent written, presentation and interpersonal skills
- Experience at being a strategic member of sales management team who contributes significantly to growth and development of the business
- High energy level and demonstrated drive to succeed
- Employment of ethical business practices required.
- Demonstrated ability in Visio, Microsoft Office products and PC-based network utility tools

Human Relations Skills: Strong personal leadership skills, including planning, goal-setting, resource allocation, objectives negotiation, team management techniques and group problem solving. Strong interpersonal skills.

Physical Requirements: Must be able to work in a normal office environment including the operation of a computer keyboard and mouse. Must be able to operate a telephone, fax machine and copy machine. Must possess a valid driver's license and have the ability to travel; traveling to various locations in assigned cities.

Principal Accountabilities:

- Assist Sales force in presentations to customers and partners
- Design viable complex voice and data network sales solutions for customer applications, including preparation of network topologies, technical specifications, etc.
- Assist Sales force with ICB creation, review and assembles required data and initiates Complex ICB process
- Provide presale design and engineering support for large and/or complex WAN and VOIP/SIP opportunities
- Provide the sales team with expert technical solutions for customers
- Translate and communicates complex technical design considerations between the sales team and prospective customers on sales calls and appointments
- Evaluate, validate, create diagrams and present design of technical solutions to customers
- Takes the lead in technical Q&A with prospects and customers
- Serves as resident technical expert on Level (3) products and services.
- Ensures technical information and products sold support customer requirements and lead to successfully installed products and services
- Interface with customers to determine technical requirements and expectations