

Sales Engineer

Department: Business Solutions
Reports To: Director of Business Solutions
FLSA Status: Exempt

General Summary

Assesses customer network and/or Internet system needs and designs LAN/WAN network and/or Internet, Hosted VoiP systems, managed IT services and wireless AP network systems to meet customer needs. Researches products, services, and pricing, and provides information to Sales Department for inclusion in proposals. Serves as a technical resource to Sales Department regarding network system requirements.

Essential Job Functions

- ◆ Assesses customer network and/or Internet system needs. Designs LAN/WAN and/Internet system/VoiP solutions that meet customer needs utilizing company products and services.
- ◆ Researches products, services, and pricing and provides information to Sales Department for inclusion in proposals.
- ◆ Serves as a technical resource to Sales Department regarding network system requirements.
- ◆ Identifies current and future customer service requirements by establishing personal rapport with potential and actual customers.
- ◆ Establishes new accounts and services accounts by identifying potential customers; planning and organizing sales call schedule.
- ◆ Provides technical training to clients upon implementation of new systems. May provide ongoing technical assistance to customers.
- ◆ May participate in sales presentations by presenting technical information to clients regarding products and services.
- ◆ Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies. *
- ◆ Performs all other related duties as assigned by management. *

Knowledge, Skills and Abilities

- ◆ Knowledge of Internet technologies, LAN/WAN networks, routing and network security.
- ◆ Knowledge of sales strategies.
- ◆ Knowledge of company policies and procedures.
- ◆ Knowledge of company products and services.
- ◆ Skill in operating various office equipment such as personal computer, various software programs, copier, fax and telephone systems.
- ◆ Skill in presenting technical concepts to clients and potential clients.
- ◆ Skill in training customers.
- ◆ Skill in written communication.
- ◆ Skill in problem solving and providing customer service.
- ◆ Ability to determine customer requirements and design networking solutions to meet customer needs.
- ◆ Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner.

**These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

NOTE: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Knowledge, Skills and Abilities *(continued)*

- ◆ Ability to make sound decisions using information at hand.
- ◆ Ability to pay close attention to detail.
- ◆ Demonstrated ability to achieve successful outcomes in handling difficult situations and work with various customers and management levels.
- ◆ Demonstrated analytical and troubleshooting skills.
- ◆ Demonstrated ability to work in a fast-paced environment.
- ◆ Shows initiative and acts independently to resolve problems.
- ◆ Demonstrated ability to manage multiple priorities and follow through on projects to completion.
- ◆ Effectively utilizes tools to resolve issues and escalates appropriately.
- ◆ Ability to obtain relevant certifications.

Education and Experience

Bachelor's degree in related field or equivalent experience plus three to five years of experience selling complex systems requiring technical design.

Physical Requirements

	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking	X			
Climbing/Stooping/Kneeling	X			
Lifting/Pulling/Pushing	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

Salary will be based on a combination of experience, education and knowledge displayed.

West Carolina Telephone has established and adopted an Equal Employment Opportunity Employment policy ("EEO"), which is part of the Company's Human Resources Policy. The purpose of this EEO policy is to ensure that all employment decisions are made on a non-discriminatory basis, and without regard to sex, race, color, age, national origin, religion, disability, genetic information, marital status, sexual orientation, gender identity/reassignment, citizenship, pregnancy or maternity, veteran status, or any other status protected by applicable national, federal, state or local law. In some cases, local laws and regulations may provide greater protections than those outlined here.

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