



NocTel Communications, Inc.
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Sales Engineer

Job Description

ABOUT NOCTEL

NocTel Communications, Inc. is a leading Voice over IP service and support company located in the Pacific Northwest. NocTel's team has provided resilient and robust solutions for clients in the private and public sectors including school districts, real estate offices, financial advisors, call centers, radio stations and multi-tenant offices around the world.

We specialize in SIP, VoIP, network connectivity and other related technologies to help our customers continue to focus on their business, and not supporting their back office technologies.

DESCRIPTION

The Sales Engineer is a member of a team-oriented staff and shares in the responsibility of developing relationships with potential customers, planning technical deployments and selling NocTel products and services to potential customers.

ABILITIES, KNOWLEDGE, AND SKILLS

- Problem Solving
- Product Knowledge
- Presentation Skills
- General Programming Skills
- Technical Understanding
- Verbal Communication
- Requirements Analysis
- Innovation

DUTIES

STAFF WORK

- Attend staff meetings.
- Evaluate new technologies and features appropriate to the company's needs.
- Prepare monthly activity reports.
- Perform other duties as requested by the company management.

SALES ENGINEERING

- Responsible for development and delivery of product demonstrations
- Responsible for representing the product to customers and at field events such as conferences, seminars, etc.
- Able to respond to functional and technical elements of RFIs/RFPs
- Able to convey customer requirements to Product Management teams
- Able to travel throughout sales territory.
- Identifies current and future customer service requirements by establishing personal rapport with potential and actual customers and other persons in a position to understand service requirements. Provides product, service, or equipment technical and engineering information by answering questions and requests.
- Establishes new accounts and services accounts by identifying potential customers; planning and organizing sales call schedule.
- Prepares cost estimates by studying blueprints, plans, and related customer documents; consulting with engineers, architects, and other professional and technical personnel.
- Determines improvements by analyzing cost-benefit ratios of equipment, supplies, or service applications in customer environment; engineering or proposing changes in equipment, processes, or use of materials or services.
- Gains customer acceptance by explaining or demonstrating cost reductions and operations improvements.
- Submits orders by conferring with technical support staff; costing engineering changes.
- Develops customer's staff by providing technical information and training.
- Complies with federal, state, and local legal requirements by studying existing and new legislation; anticipating future legislation; advising customer on product, service, or equipment adherence to requirements; advising customer on needed actions.
- Prepares sales engineering reports by collecting, analyzing, and summarizing sales information and engineering and application trends.
- Tracks leads, proposals, sales and pipeline using NocTel's sales and customer management platform.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Contributes to sales engineering effectiveness by identifying short-term and long-range issues that must be addressed; providing information and commentary pertinent to deliberations; recommending options and courses of action; implementing directives.
- Contributes to team effort by accomplishing related results as needed.

CONTACTS

The Sales Engineer interacts with customers, NocTel staff and contractors on a daily basis.

WORK SCHEDULE

The Sales Engineer is a full-time position based out of NocTel's Southeast Vancouver area office. Travel, evening and weekend hours are required.

SALARY: Depends On Experience. Compensation based on sales volume.