



JOB DESCRIPTION – Senior Sales Engineer

The Senior Sales Engineer reports to the VP of Sales and is responsible for supporting sales teams with product positioning, evaluating customer voice/data/Internet environments and defining application requirements, performing product demonstrations, and winning the confidence of customer prospects. The Senior Sales Engineer accomplishes this via audio or web conference calls as well as live meetings throughout the country and abroad. The sales engineer will have expert-level knowledge of unified communications, hosted PBX (Broadsoft and Skype for Business preferred), hosted Contact Center/IVR solutions, SIP trunking, WAN transport including MPLS, SD-WAN and Internet, security, unified messaging, audio/web/video collaboration, IM/Presence, and PBX/IP PBX integration. Further, the sales engineer will have experience working in cross-functional teams assisting with product development, testing and applications recommendations that align with evolving market requirements.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Assist channel managers and channel sales teams to qualify prospects based on technical feasibility.
- Provide technical product capability expertise and positioning.
- Validate customer WAN and applications requirements and create Visio diagrams that operations can utilize during test and turn up process.
- Participate in sales discussions over audio/web conference or in live meetings.
- Perform demonstrations over web conference or in live meetings.
- Win the confidence of colleagues and client prospects as an expert technical resource.
- Work with sales teams to design and develop winning and profitable solutions.
- Assist sales in pricing, proposing, and managing ICB processes.
- Interface with other departments regarding product development and implementation.
- Monitor sales progress with CRM tools.
- Provide product, systems, and technical training to new and existing employees on an as needed basis.
- Integrate solutions into OneStream's unique value proposition and illustrate unique differentiators.

REQUIRED SKILLS

- 7 years of relevant work experience plus BA, BS or equivalent.
- Knowledge of VOIP protocols (SIP, H.323, MGCP, RTP).
- Knowledge of data networking protocols (TCP/IP, UDP/IP, DNS, DHCP, ATM, TFTP, POP3, IMAP, SMTP, SNMP, HTTP/S,).
- Knowledge of data routing protocols (RIP, EIGRP, OSPF, BGP) and MPLS/VPLS design and deployment.
- Knowledge of audio codecs (G.711, G.729, G.722).
- Experience in deploying hosted voice over IP services (Broadsoft, Skype for Business, or proprietary).
- Knowledge of IP endpoints such as IP phones, soft phones and mobile devices.
- Knowledge of premise based PBX/IP-PBX.
- Knowledge of PSTN protocols and transports (PRI, ISDN, DS1, DS3, MetroE, DSL).
- Knowledge of Microsoft Outlook and Skype for Business including video, unified messaging, IM/Presence integration.
- Knowledge of audio/web conferencing and collaboration.
- Knowledge of collaboration solutions including video conferencing and IM/Presence.
- Ability to present material accurately and effectively.
- Able to effectively communicate with customers, vendors and company employees verbally, via phone, email, written correspondence including spreadsheets and other computer generated presentation and financial tools.
- Proven project management skills working collaboratively with internal and external groups.
- Managerial, team building, communication, and presentation skills. Ability to work independently.



- Proficiency with MS Office (including Visio) and Windows.