



## **System Solutions/Sales Engineer (SSE)**

Our company is searching for a System Solutions/Sales Engineer to work as part of our sales team. CI is a leader in the design and implementation of critical communications systems throughout the southeast US. As a Regional Center of Excellence for L3Harris Public Safety and Profession Communications (PSPC), we strive to bring critical communications and advanced technologies together to support public safety agencies and enterprises alike, that is critical to providing safer communities, safer schools, safer hospitals and safer businesses. Our SSE serve as subject matter experts to guide and advise our sales teams and customers throughout the sales cycle. They provide technical advice both internally within Ci and externally to customers to help drive our product portfolio. The SSE will design innovative and attractive technical solutions to address customer specific needs and requirements leveraging the unique advantages of the Company's portfolio of solutions. The SSE participates in discussions and presentations with customers, partners, and other Company personnel as necessary to outline the benefits of the customer specific technical solutions offered.

This is a critical role that requires team members to work onsite at customer locations and interact directly with our sales teams and customers as well as with our project managers, service technicians, and installation crews. To succeed, candidates will need to be self-motivated, customer service oriented, total team players, professional in appearance, and have excellent communication skills. Your attention to detail and contributions will ensure that the solutions we provide empower our customers to perform at their best in the moments that matter.

### **JOB DESCRIPTION**

- Deliver world-class product demonstrations and compelling sales or technical presentations to audiences ranging from C-level executives to frontline decision-makers.
- Provide design consultation, including quoting, system design, best practice architectures, bill of materials development, and compliance vetting
- Build and maintain strong relationships with customers and partners through technical thought leadership and strategic engagement
- Collaborate with sales team to determine commercial response and roadmap commitments for customer requirement gaps, as required.
- Develop and provide customized complex or non-standard technical portions of proposals that effectively describe the solution being offered in response to the customer's needs.
- Conduct product demonstrations to customers as required.
- Identify customer requirements which are not currently supported and work with the sales team to document the specifics of the requested feature(s)
- Attend planning meetings associated with sales team to represent sales support interest.
- Define and implement pre-sales best practices.



## **REQUIREMENTS**

- Five years experience with one or more of the five manufacturers' solutions: L3Harris, Tait, Kenwood, EF Johnson or Motorola.
- Strong understanding of RF system design principles to include trunked, conventional and analog radio solutions.
- Strong understanding of microwave and backhaul principles.
- Self-motivated and focused individual with a passion for technology and an aptitude for customer satisfaction.
- Team player able to drive collaborative decision making across diverse personality types.
- Skilled at managing multiple priorities and tasks, with high attention to detail.
- Domestic travel - Up to 35%.
- Effective communication skills; both written and verbal.
- Excellent presentation skills.
- Working knowledge of IP networks.
- Working understanding of Information Assurance requirements as it relates to LMR systems is desirable.
- Advanced skills in Microsoft Office (Word, Excel, and Visio)

## **DESIRED EDUCATION & EXPERIENCE**

- Bachelor Degree in an Engineering or Science discipline from an accredited college or university with 5+ years experience. Equivalent field experience may also suffice.
- Candidates will have studied Radio Frequency (RF), Computer Networking and Circuit Analysis courses.
- Knowledge of TCP/IP, networking principles and network security. Professional certifications (e.g. CCNP, CISSP) considered a plus!

## **Physical Demands**

The employee must have the ability, visual acuity and manual aptitude to recognize and accurately install components according to product specification. While performing the duties of this job, the employee is required to talk and hear, will sometimes need to bend down, crawl, and/or kneel to reach product components. The employee may be required to stand for extended periods of time, walk, sit, handle small components, and reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, color vision and depth perception.

## **Work Environment**

Typically, 35% of travel is required via airplane/car with hotel stays. The individual will spend time at customer sites.

Candidates will be required to pass a pre-employment background check and drug test. Valid driver's license required.



**Benefits Include:**

- Employee stock ownership plan
- 401(k) plan
- 401(k) plan, company match
- Paid time off
- Paid holidays
- Health insurance
- Dental insurance
- Vision insurance
- Long-term disability coverage
- Short-term disability coverage
- Company cell phone, laptop