

CC Communications Position Description

Job Title: Sales Engineer I

Department: Business Development

Reports To: Business Development Manager

FLSA Status: Exempt

Date Prepared: 11/22/2024

Approved By: M. W. L. Date Approved 11/22/24

Wage Schedule: Salaried

POSITION OVERVIEW:

The Sales Engineer I is required to evaluate business customer needs, and thereafter design, sell and **install solutions** that meet those needs. This is accomplished by gaining a thorough understanding of all aspects of the products and services assigned to the Sales Engineer I that CC Communications provides business customers. Assistance from IT and the Sales Engineer II will be utilized where necessary, and on products and services outside of those assigned.

The Sales Engineer I shall be responsible for adhering to the following core values:

- Communicate, actively share knowledge and information
- Accountable, take ownership and responsibility for making, keeping and answering for all commitments to each other and our customers
- Respect, show respect for all
- Cooperate, work as a unified team
- Passionate, passionate about providing employees and customers innovative technology solutions through continual personal and professional growth.

EXAMPLES of ESSENTIAL DUTIES AND RESPONSIBILITIES: The duties listed are examples of the type of work typically performed by an incumbent of this position. An employee may not be assigned all duties and may be assigned duties which are not listed herein.

1. Collaborate with outside/inside sales teams to understand customer requirements, to promote and sell company products, and provide sales support.
2. Confer with customers and engineers to assess equipment needs, and to determine system requirements.
3. Develop, present, or respond to proposals for specific customer requirements, including request for proposal responses.
4. Identify up sale opportunities, and support them to achieve sales plans.
5. Prepare and deliver technical presentations that explain products or services to customers, prospective customers, and internal support staff personnel.
6. Document account activities, generate reports, and keep records of business transactions with customers and suppliers.

7. Provides material and labor cost information to sales teams in support of sales proposals to customers.
8. May work with engineering staff and field personnel to insure infrastructure requirements are met and documented.
9. Deploys products including, but not limited to telephone systems, managed Wi-Fi solutions, Unified Threat Management Solutions, and security and surveillance systems.
10. Attends in-house and outside schooling or meetings, requiring travel by car, bus, plane or other means for extended periods of time.
11. Serves as Duty Supervisor as assigned.
12. Recognizing that job safety is a primary objective in all duties, attends and participates in company safety and training meetings.
13. Drives company vehicles in accordance to company standards.
14. Communicates and interacts effectively with co-workers, supervisors, managers, contractors, vendors and the general public.

QUALIFICATIONS:

Skills, Knowledge and Ability

- Ability to read, write, comprehend, and speak English.
- Knowledge of, and willingness to, promote and sell assigned products and services.
- Knowledge of Video Surveillance Systems both analog and IP
- Knowledge of Telephone Key Systems including; PBX, VoIP Local and Hosted
- Data delivery methods such as ETS (Ethernet transport service), Metro WAN, point to point and Hybrid (SONET and Ethernet)
- Familiarity with Data Wiring, Cable and Equipment Installation & Management practices
- Familiarity with AC and DC power systems such as UPS and battery plants
- Ability to install various equipment types as per SOW (statement of work)
- Knowledge of and the ability to use: Windows, MS Word, MS Power Point, MS Excel, MS Project, and Visio.
- Knowledge and methodologies of CAPM (Certified Associate of Project Management) or PMP (Project Management Professional)
- Ability to converse effectively over the telephone or face to face with customers.
- Ability to be detail oriented.
- Ability to demonstrate initiative and be accountable for own activities while working with minimum supervision.
- Ability to maintain confidentiality of proprietary information.
- Ability to communicate effectively and demonstrate tact and diplomacy when dealing with others.
- Ability to serve as a contributing member of work groups and projects teams and to establish and maintain a good working relationship with co-workers and others.
- Knowledge of products, materials, equipment, and methods used in customer premise voice and data systems.

- Ability to maintain awareness of technological developments leading to new products and services.
- Ability to work accurately and efficiently with numbers, calculations, and cable assignment records.
- Ability to prioritize multiple assignments.
- Ability to project a professional appearance and demeanor.
- Ability to attain certifications/trainings from the Master Workgroup Training List.

SPECIAL REQUIREMENTS: May be required to attend out-of-town training and/or meetings for extended periods of time requiring travel by car, bus, plane or other means of transportation. Must possess a current Nevada driver's license. Sales Engineer may be required to work overtime or on weekends and holidays as required. Ability to obtain and maintain a security clearance for internal and external needs.

EXPERIENCE and/or TRAINING: Any combination of training, education and experience that would provide the required skills, knowledge and abilities needed to perform the assigned duties of the position. A typical way to acquire the required skills, knowledge and abilities is:

- Completion of the requirements for a high school diploma or equivalent *and*:
- At least five years of progressively responsible practical experience in Sales Engineering.
- Completion of at least two years of educational credit(s) above the high school level in math, business management, economics, computer science or a closely related field is preferred.
- Specialized data or voice systems engineering training or related work experience in telecommunications or a closely related field is preferred.
- CAPM Certification (Certified Associate of Project Management) or a PMP (Project Management Professional) is preferred.

PHYSICAL REQUIREMENTS: the physical requirements described are meant to be representative of those that must be met by an employee in order to successfully carry out the essential functions of the position.

Strength, dexterity, coordination, vision and cognitive ability to use keyboard and video display terminal for prolonged periods of time. Strength and stamina to bend, reach, squat, twist, push, pull, stoop, sit and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references and other materials. Some reaching for items above and below desk level. Occasional crawling is required. The ability to communicate face to face and via telephone. The ability to lift 25 pounds on a recurring basis and occasionally move/lift up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such reasonable accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

WORKING ENVIRONMENT: Work is performed under the following conditions: Position normally functions indoors in an office type environment where most work is performed at a desk. Environment is generally clean with limited exposure to conditions such as dust, fumes, noise or odors. Frequent interruptions to planned work activities occur. Some of the work will need to be performed at customer premise locations. May be exposed to toxic chemicals and solvents. Assignments will occasionally need to be performed in confined areas.

Employee's Signature

Date

Manager's Signature

Date