

CC Communications Position Description

Job Title: Sales Engineer II

Department: Business Development

Reports To: Business Development Manager

FLSA Status: Exempt

Date Prepared: 11/22/2024

Approved By:  Date Approved 11/27/24

Wage Schedule: Salaried

POSITION OVERVIEW:

The Sales Engineer II serves as the primary technical resource for the Outside/Inside Sales Team. The Sales Engineer II is responsible for actively driving and managing the technology evaluation and implementation stages of the sales process, working in conjunction with the sales team as the key technical advisor and product advocate for all products.

The Sales Engineer II 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 the sale of company products, and to 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 and industry specific solutions.
4. Identify up sale opportunities, and support them to achieve sales plans.
5. Plan and modify product configurations to meet customer needs.
6. Prepare and deliver technical presentations that explain products or services to customers, prospective customers, and internal support staff personnel.

7. Document account activities, generate reports, and keep records of business transactions with customers and suppliers.
8. Provide material and labor cost information to sales teams in support of sales proposals to customers.
9. Provide project management over site during product implementation planning and execution activities to address budget, staffing, timelines, and quality assurance.
10. Work with engineering staff and field personnel to insure infrastructure requirements are met and documented.
12. May be required to monitor the activities of contract personnel and keep supervisor and management apprised of contractor's progress.
13. Attends in-house and outside schooling or meetings, requiring travel by car, bus, plane or other means for extended periods of time.
14. Serves as Duty Supervisor as assigned.
15. Recognizing that job safety is a primary objective in all duties, attends and participates in company safety and training meetings.
16. Drives company vehicles in accordance to company standards.
17. Communicates and interacts effectively with co-workers, supervisors, managers, contractors, vendors and the general public.

QUALIFICATIONS:

Skills, Knowledge and Ability

- Ability to read, writes, comprehend, and speak English.
- Knowledge of and the ability to use: Windows, MS Word, MS Power Point, MS Excel, MS Project, and Visio.
- 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 bachelor's degree in an engineering discipline field is preferred.
- At least five years of progressively responsible practical experience in Sales Engineering.
- CAPM Certification (Certified Associate of Project Management) or, a PMP (Project Management Professional) is preferred.
- Specialized data or voice systems engineering training or related work experience in telecommunications or a closely related field 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

Supervisor's Signature

Date

Manager's Signature

Date