Job Description: Sales Engineer, East Coast

Company

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Role

The *Sales Engineer, East Coast* is a telecommuting position and offers the flexibility of working remotely via a home-based office. This position requires support during East Coast business hours, occasional 'off hours' availability to consult with sales staff and customers, and occasional (10%) travel primarily throughout the major markets in the United States. This position is fast-paced and requires independence, collaboration, organization, communication, flexibility, curiosity, an entrepreneurial spirit, and a passion to solve problems and satisfy customers.

Reporting to the Director of Professional Services, the Sales Engineer will interact with prospects and existing customers by providing product demonstrations, deployment setup and configurations, supporting the sales team on calls, demos, and POCs. As a Sales Engineer at Reprints Desk you will get a chance to work with customers of all industries and sizes ranging from SMB, MM, to Fortune 500 Enterprises and Academic Institutions.

You will partner with Field Sales Representatives and Account Managers, building relationships that will help the Sales Team succeed daily and directly contribute to revenues and profitability for the company. Additionally, you'll work with other departments on cross-functional projects, helping to shape Reprints Desk's growth and development of new product offerings and solutions.

Job Responsibilities:

- Engage prospects in collaboration with sales and account team
- Build relationships with prospects and discover technical needs
- Assist prospects with Proof of Concept configurations

- Conduct regular meeting with customers, internal sales team and third parties
- Manage technical account configuration with a various databases and systems
- Provide technical support for customer admins, account managers and sales team
- Develop and implement effective project road mapping
- Make an impact with technical leadership and expertise

Key Skills & Qualifications:

- Cloud technology wizard experienced with Enterprise IT systems such as Active Directory and Windows Server Operating System
- Previous sales engineering experience in research software, library technologies, consulting or business process outsourcing/improvement desirable
- Understanding of how the internet works, HTTP, DNS, Browsers and more
- Microsoft Office Master (Specifically Excel)
- Familiarity with HTML, XML and prior experience with security tools
- Excellent communication skills with business and technical leaders
- Self-learner and flexible problem solver to find answers to tough problems
- Works well independently and understands where to invest time/energy
- Be very responsive with customers and internally with our company
- Knows how to explain complex technical problems in simple terms
- Brings positive energy and excitement to every conversation!
- Ability to represent Reprints Desk professionally at all levels

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