



JOB REQUISITION

Job Title

Sales Engineer (SE) / SE Architect

Reporting Manager:

Sr Director, Systems Engineering, Global Pre-Sales

Job Description

The Sales Engineer (SE) or SE Architect will support Enea's technical sales requirements including product demonstrations, responding to customer RFXs, leading lab evaluation or proof of concept for Enea products, supporting technical sales presentations. This person plays a critical role in the sales process by acting as the primary technical contact for prospective customers, providing a deeper level of technical expertise and helping to develop a more complete understanding of the customers' operating environment/architecture and how Enea products would fit into that environment. The person must have exceptional communications skills including the ability to effectively communicate the business impact of Enea's technology. In addition to supporting the sales team during customer meetings, this person will work closely with other cross functional organizations within Enea (eg Product Management, Engineering) to help define customer requirements and architect a solution leveraging Enea product(s). The person should have a strong understanding of traffic management and/or subscriber data management domains, associated server platforms and wireless networks, as well as a proven track record supporting customers in a pre-sales environment.

Essential Job Functions

- Assist Enea sales representatives in customer presentations as needed by providing deeper product/technology information to technical buyers and presenting solutions in the most compelling manner possible by illustrating the impact Enea's solution will have on the customer's business (cost savings, ARPU increase, QoE improvement, regulatory compliance, risk reduction etc).
- Lead product demonstrations and hands on execution of proof of concepts and lab/productions trials of Enea products at customer sites.
- Engage with cross functional Enea organizations, including product management, engineering and Global Customer Support to develop a broad and deep understanding of all current and future Enea products/roadmap and the means by which they are delivered as solutions to Enea customers.
- Review all Product Requirements Documents (PRD) to enhance product knowledge and to provide input to the product management team based on customer knowledge.
- Assist sales in developing, along with the customer, technical requirements and product criteria that will deliver the best solution to the customer and favorably differentiate Enea.
- Work effectively with other internal departments to communicate customer requirements and needs to Enea product management and associated responses back to Customer, including involving the appropriate Company resources as needed.
- Work with necessary departments in addressing customer concerns promptly and ensuring their confidence in Enea by projecting a sense of urgency and exceptional technical competence.
- Maintain a thorough understanding of Enea's competition through regular study and evaluation. Share competitive intelligence with, and obtain this knowledge from product management to help improve the quality and positioning of Enea solutions.
- Continuously expand understanding of wireless networks (especially Core and RAN), video protocols and delivery, IP and CDN technologies, subscriber data management, NFV/Cloud through personal study and periodic training.
- If required, support device testing in the field to certify Enea features and specifications work on popular wireless devices.



- Record customer meetings via an email trip report, providing other Enea personnel with visibility to key customer interaction.
- Help marketing and sales develop additional sales tools as needed to allow Enea to effectively demonstrate the value of our solutions to prospective customers.
- Always engage prospects, partners and other employees in a respectful manner demonstrating passion for success and the highest standards for integrity.

Requirements (Work Experience and Technical Knowledge)

- 7+ years of industry experience in technology pre-sales, sales engineering or professional services consulting
- Undergraduate or graduate degree in engineering/technology, preferably in Computer Science, Telecommunications or Information Systems
- Understanding of wireless networks such as LTE, 5G SA, 5G NSA, UMTS, HSPA, etc.
- High level familiarity with 3GPP Release 15/16 spec for 5G NFs (UPF, UDR, UDSF, UDM, AUSF, AMF, SMF, NRF)
- Knowledge of video compression techniques and audio/video streaming technologies
- Knowledge and experience with Virtualization technologies (Openstack, VMWare, Kubernetes)
- Knowledge of data network protocols such as HTTP1/2, HTTPS, QUIC, LDAP, Diameter, RADIUS, DNS
- Deep knowledge of the TCP/IP Protocol and architecture including the ability to analyze packet captures to identify issues
- Experience installing, configuring and maintaining Linux (RHEL preferred) OS and Linux-based applications on bare metal, virtual and container infrastructure
- Good knowledge of load balancers, switches, routers
- Good knowledge of shell, PERL and/or Python programming languages
- General data networking skills and knowledge including firewalls and port forwarding

Soft Skills

- Ability to adjust communication to the target audience (Customer, Internal, Executives, etc)
- Strong written and verbal communication skills
- Analytical and problem-solving capabilities
- Positive, service-oriented personality
- Self-starter (works well with limited guidance), with high energy and a strong sense of urgency
- Must be a team player

Other Skills/Abilities

- Experience supporting sales organization selling network/OSS/BSS platforms to wireless operators
- Knowledge of competing network optimization solutions would be a significant advantage
- Experience with HSS, PCRF and general database technologies is a definite positive
- Must be willing to travel as necessary to support the sales team

Location

- India time zone

Contractor Position

Apply:

- Please forward an updated resumé detailing how you meet the criteria for this role to: info@owmobility.com
- also see <https://owmobility.com/careers/>