

Name : _____

Employee No : _____

Division : _____

JOB DESCRIPTION: TECHNICAL SALES

ENGINEER

Responsibilities and Duties

1. Technical Sales Services (Pre-Sales)

- Work with the sales team to identify and qualify business opportunities.
- Assist in analyzing and clarifying customer technical requirements and determine product proposition and recommendation.
- Assist in identify key customer technical objections and develop the strategy to resolve technical blockers.
- Assist in provide product and solution briefings, POC work and training.
- Manage the technical relationship with Securemetric customers, including provide technical support and on-site support.
- Assist in demonstrate and prototype product integration in customer/partner environment.
- Create and update customer issues FAQ and knowledge-base.
- Work closely with sales, engineering team and 3rd party to achieve company direction.
- Travel to customer sites, conferences and other related events as required.
- Any other tasks assigned by management deem necessary as and when required.

2. Technical Support (Post-Sales)

- Perform system integration on company product to customers application/system.
- Conduct application /system integration checklist.
- Perform on-premis system and preventive maintenance.
- Point of contact for technical issues relevant to customers. Manage the technical relationship with Securemetric customers, including provide technical support and on-site support when needed (including during odd out of work schedule, weekend or odd time).

- Provide first level support to customers (local and overseas) by analyzing issues and if required, escalate to relevant subject matter experts for resolution.
- Create and update the customer issues FAQ/Knowledge base.
- Create and update related document of the product (User guide, Installation guide, Procedure, etc).
- Analyze, troubleshoot, and resolved customer reported issues according to company SOP.
- Participate in brainstorming, idea, and knowledge sharing with the team.
- Report or raise any complex issue to superior.

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ENGINEER

Skills and specifications

- Proven technology skills and able to communicate technical information with effective presentation skills.
- Possess great interest and strong initiative to learn about the company's services and offerings.
- Experience in designing and developing software or infrastructure for scalable, and distributed systems is an advantage.
- Experience in IT security knowledge is an advantage.
- Ability to manage complex projects and cross-departmental stakeholders or key business decision makers are advantages.
- Basic programming knowledge in more than 1 area Windows, Unix/Linux, C/C++, Java, .Net, or Python, Delphi, Objective-C and Android or iOS is an advantage.
- Excellent problem-solving skill and critical thinking in delivering results.
- Detail oriented, proven ability to work effectively both independently and in team-based environment.
- Ability to quickly learn, understand, and work with new emerging technologies, methodologies and solutions in the IT security field.
- Able to meet deadlines along with good organization skill to work under pressure.
- Good command of English is a must, for both oral and written communication.
- Willing to travel locally and internationally if required.
- Willing to work long/odd hours, if required.

Education and Qualifications

- Minimum degree in Software Engineering, Information Technology, Computer Science or related course in computers/technology.
- Fresh graduates with good scholastic and extra co-curricular records are welcome.

Employee signature:

Superior signature:

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Name : _____

Name : _____

Date : _____

Date : _____