

Ancero helps businesses stay connected as their full-service, communications partner. Our award-winning Managed IT & Managed Communications provide small-to-medium-sized businesses technology solutions to drive growth, agility and productivity. Founded in 1999, Ancero translates decades of industry experience into innovative solutions that ensure operational excellence for businesses throughout the Northeast. As a family owned and operated business, Ancero takes pride in providing superior quality of service while exceeding customer expectations.

## **Position Title: Sales Engineer**

### **Position Summary**

Ancero is seeking a Sales Engineer to work alongside the Sales team. We need a sales-focused and results-driven Sales Engineer to own the technical part of the sales process - from technology related questions to deployment support. The Sales Engineer should be a subject matter expert for VoIP design, Voice & Data Networking and telecommunications. Knowledge of systems, storage and virtualization is a plus.

### **Responsibilities**

- Attend sales calls and demo meetings to support the business development process.
- Leads discovery activities to understand customer/partner business needs and design requirements and translate them into technical requirements and solutions.
- Identify customer technology goals and align solutions to customer business requirements.
- Work alongside the sales team to provide technical presales expertise and solutions to new and existing clients.
- Ensure technical solutions will accomplish the customer's objectives.
- Responsible for developing sales proposals, statements of work and RFP responses for assigned opportunities.
- Serves as liaison between Sales and Engineering to ensure successful deployment of products and services.
- Consult with field engineers and collaborate on solutions.
- Provide demonstrations and trainings, online or in-person, for our customers.
- Become an expert on Ancero's Managed IT and Managed Communications products and services, conduct use case discussions with qualified leads and customers.
- Increase customer loyalty through effective communications, professionalism, and going above and beyond the customer's expectations.
- Assist with project management of new technology rollouts and upgrades.
- Stay informed about new services, technologies and other information that may be of interest to clients.
- Maintain existing vendor certifications and continue to grow technical skill set.
- Assist in the design of the VoIP infrastructure for a multi-site LAN/WAN environment.
- Assist in developing technical diagrams and documentation for the solution.

## Position Qualifications

- Minimum 3-5 years of experience working with data networking, VoIP technologies and carrier services solutions, including design and implementation support.
- Knowledge of IP routing, switching, firewall and wireless technologies.
- Knowledge of Internet, MPLS and VPN architecture.
- Knowledge of Voice and VoIP technologies and products.
- Customer premises communication (data, video, voice) equipment from major vendors.
- Knowledge and experience with Layer 2 & 3 networking technologies and QoS best practices.
- Knowledge and experience with data networking and security (firewalls, IPS/IDS, ACLs).
- A person with good time management skills who is able to multi-task in a fast moving environment.
- A self-starter able to work independently and within a team, good teamwork skills.
- Strong presentation, verbal and writing skills are required.
- A person who is detail oriented and well organized.
- Prefer professional level technical sales certifications focused on network and VoIP technologies.
- Local travel required around regular and extended business hours.

Consider joining a growing organization with a solid reputation as a leader in the managed services and communications industry. Ancero offers a rich benefits package, competitive wages, and opportunity for career growth all within a fun, energetic and fast paced environment. Our state of the art network operations facility offers all the latest technology needs for your productivity. Qualified applicants should submit your resume to [hr@ancero.com](mailto:hr@ancero.com).