

## **Systems Engineer**

We are looking for a Systems Engineer to work closely with a sales representative in a defined territory. The Systems Engineer's main mission will be to support the sales organization in all technical matters regarding pre-sales, sales calls, and post-sales.

### **Responsibilities:**

- Pre-sales: assist in qualifying sales leads from a technical standpoint.
- Sales calls: be the main technical resource on sales calls and answer / educate the customer on issues ranging from features, specifications and functionality to integration.
- Conversant with networking applications and solutions.
- Post-sales: be the lead technical contact for identified accounts for technical issues and will work closely with the technical support team and engineering to answer, elevate and resolve customer's technical issues.
- Provide assistance to identified customers with post-sales training.

### **Required Skills:**

- Minimum 2 years' experience in technical/pre-sales support
- Minimum 2 years' experience in LAN/WAN/Internet services administration
- Understanding of DNS and NFS, SMTP, HTTP, TCP/IP
- Understanding of the following technologies: Routing, Switching, VPN, LAN, WAN, Network Security, Intrusion Detection, and Anti-Virus.
- Basic understanding of the following technologies and protocols: RADIUS, PKI, IKE, Certificates, L2TP, IPSEC, FIREWALL, 802.1Q, MD5, SSH, SSL, SHA1, DES, 3DES
- Basic understanding of encryption and authentication technologies

### **Education:**

Bachelor's Degree or equivalent experience. Graduate degree preferred.