



Sales Engineer

Department: Engineering
Location: Anchorage
FLSA: Exempt
Reports To: CTO
Approved By: Jens Laipenieks
Revision Date: 9/5/19
Effective Date:

Position Description

The position will provide presales design, quoting, and customer integration for customer broadband circuits as well as post sale implementations. Presales work will include circuit design to meet customer needs while at the same time adhering to ASTAC best practices for network deployments

Responsibilities include working closely with customers to assess needs and design data communication systems. Provides high level installation and troubleshooting support to field technicians in a cooperative manner. Coordination with outside vendors for fault resolution is also a responsibility of this position

The position will provide routine and preventative maintenance including software/configuration backups, upgrades, documentation creation and documentation maintenance. The sales engineer will also provide forecasts to the sales and business development team

Under general direction from the engineering team the sales engineer will also assist with network deployments, updates, upgrades, and general network maintenance

Principle Accountabilities

Assist with maintaining and further development of ASTAC sales of products and services by evaluating customer's telecommunication needs, and making recommendation of products and services

Conduct customer training, execute product orders, and provide sales and basic technical support to ASTAC personnel

Perform routine customer account service utilization review. Recommends to sales new or upgraded products by customer

Ensure timely and accurate execution of sales orders pursuant to ASTAC policies, procedures, practices, and coordinate equipment delivery and installation

Provide engineering circuit design to both external and internal customers including but not limited to EPL/Dedicated Internet/special circuits

Work with the engineering and operations teams performing switching and routing installations

Maintain an ability to work flexible hours to meet deadlines to maximize customer influence

Performs all other related duties as assigned by management

Knowledge, Skills, and Abilities

Thorough understanding of the following networking fundamentals and protocols: dot1q, dot1qx, TCP/UDP, MPLS, OSPF, BGP, RSVP, QoS

Accurately provide workforce requirements, as well as professional services needs

Thorough knowledge of layers 1-4 of the OSI model

Thorough knowledge of network switch and router configurations through CLI interfaces (Juniper and Cisco knowledge required)

Ability to use common software programs (Visio, MS Office Suite)

Knowledge of telecommunications infrastructure

Skill in reading and interpreting technical documents and forms including work orders, schematics and specification manuals

Ability to maintain a high level of confidentiality

Ability to professionally communicate and collaborate with customers, co-workers, vendors, and business contacts in a professional and courteous manner

Ability to organize and prioritize multiple work assignments under time constraints, paying close attention to detail

Ability to think analytically, be a problem solver and to work independently under stressful outage situations

Must have valid Alaska driver's license and a good driving record in accordance with NSTC (North Slope Training Cooperative) guidelines for travel to secure areas of the oil field

Ability to sit or stand while working with a computer for most of the day

Education and Experience Required

Minimum of five (5) years' experience in circuit design, installation, and maintenance

Minimum of two (2) years sales or sales engineering experience at a tier 3 or higher telecommunications provider

CCNA, JNCIA, or equivalent training and experience

Performance Expectations

Prioritize and meet deadlines consistently

Collaborate effectively with customers, ASTAC team members, and third-party vendors

Meet and exceed principle accountabilities

Learn and use ASTAC/ASTAC Broadband, LLC's Customer Relationship Management (CRM) systems

Acknowledgement

I have reviewed and understand the Position Guide and believe it to be accurate and complete. My acknowledgement below indicates I am fully aware that my adherence to the terms of this Position Guide will be a major element of all future evaluations. I also agree that my manager, the General Manager and the Board of Directors retain the right to change this Position Guide at any time.

Employee	Date	Supervisor	Date
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Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.