



ISS

INTELLIGENT VIDEO. DEFINED.

Technical Sales Engineer

ISS

About

Date:

01/15/2019

Contact:

Mari Robles

Office Manager

732-855-1111

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ISS is a leading provider of intelligent video solutions for major public and private sector organizations worldwide. It has headquarters in New Jersey, with offices in Moscow, Sao Paulo, Kiev, Mexico City, Dubai and throughout Latin America. The company is growing quickly and is now looking to hire a Technical Sales Engineer to help us boost our growth and our client network. You'll work closely with our sales team to solve complex technology challenges, combined with exceptional presentation skills and rapport to provide technical advice to internal and external clients.

Responsibilities:

- Technical management of pre-survey/survey activities
- Bring strong customer-focus mindset to the role to provide expert advice based on technical knowledge to customers
- Participate in technical discussions and security reviews as the primary source to address all specific technical questions from external and internal stakeholders
- Identify any custom technical requirements and coordinate as necessary with products
- Perform client and prospect product presentations and demonstrations (in-person and virtual)
- Supervise solution implementation and delivery
- Read and answer the technical requirements of RFPs
- Create technical and commercial proposal based on the customer's request.
- Prepare technical documentation for the project
- Technical project management, formulation and control of tasks to related departments

Qualifications:

- Bachelor of Sciences degree (engineering/computer sciences)
- Excellent communication and presentation skills
- Minimum 3-5 years of experience as a technical sales engineer or solutions engineer with a B2B technology
- Knowledge of project management methodologies
- Ability to develop strong, trusted relationships with clients and key contacts, with strong desire for excellent customer assistance required
- Advanced understanding of Networks (IP, routing, network, security, active directory, etc.)
- Advanced knowledge of Access Control Systems, Video/CCTV technology and electrical engineering
- Strong leadership and self-discipline skills to own and lead all technical aspects of the sales process
- Excellent organizational skills – ability to simultaneously manage multiple opportunities / tracks of follow up meetings/communications
- Expert knowledge of IT/Telecom
- Experience in developing technical requirements, solution architecture
- Expert knowledge of standards and solutions for Security
- Basic knowledge of C++
- Fluent in Russian; U.S. citizen/Green Card Holder. Visa sponsorship might be offered
- Must be willing to travel extensively as required - (up to 50% of time expected)

Benefits:

- Competitive Salary
- On the job training
- Casual work environment
- Opportunity for growth and experience
- 401K
- Health Benefits
- Vacation / Holidays / Personal Time

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 <http://issivs.com>

Technical Support Engineer

ISS About

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ISS, headquartered in Woodbridge, NJ, and with offices worldwide, is a leader in video management and analytics software, and provides a comprehensive line of digital security and surveillance video solutions. They are on the forefront of on-demand security, which allows for centralized command and control of an entire enterprise security network. Smart video subsystems include Face Capture & Recognition, Traffic Monitoring, Transit & Cargo Container Number Recognition, License Plate Number Recognition, and Object Tracking, as well as dedicated solutions for POS and ATM systems. ISS has successfully deployed over 100,000 systems in command of over 1.5 million cameras worldwide. The development team has over 20 years of experience creating highly intelligent security solutions.

Responsibilities:

- Maintaining knowledge of all product offerings and technical support policies in order to provide accurate solutions to customers.
- Providing quality technical support (Level 1, 2) to ISS clients with a high degree of customer service, technical expertise, and timeliness
- Managing ISS Ticketing System – submitting, updating, closing tickets in timely fashion.
- Managing ISS Server line – getting new server orders ready for shipment; helping troubleshoot server issues onsite; managing ISS Demo Units out in the field
- Managing the Test Lab – connecting/testing new IP cameras, encoders, and other devices; keeping track of equipment inventory; keeping lab clean and organized
- Helping with office IT maintenance – troubleshoot office network issues, computer issues, printer issues, etc...
- Researching, resolving, and responding to customer questions received via telephone, email, or support portal
- Contributing to the operational efficiencies of the technical support team through the adoption of best practices, improved organization and tactics, and increased productivity by team members
- Providing technical presentations/trainings of the ISS software to partners/clients
- Traveling to client locations for trainings, presentations, Proof of Concepts
- All other duties and responsibilities as assigned

Requirements:

- Excellent communication and troubleshooting skills, **required**
- Experience supporting proprietary software, **required**
- Working knowledge of networking concepts, including LAN, WAN, TCP/IP, NAT, port forwarding, configuring switches, troubleshooting, etc... **required**
- Working knowledge of Windows 2012 Server / 2016 Server / Win 7 / Win 10 / Linux **required**
- Working knowledge of relational databases including PostgreSQL, SQL Server, Oracle, **required**
- Working knowledge of VMware and Hyper-V, **required**
- Working knowledge of server/workstation hardware – troubleshooting issues with hard drives, RAM, CPU, motherboards, etc..., **required**
- Great organizational and follow-up skills, **required**
- Being able to lift servers up to 50 lbs., **required**
- Working knowledge of object-oriented programming and scripting languages (VBScript, JavaScript, HTML, C#, .NET platform, C++), **preferred**
- Ability to do presentations/trainings for groups of 5-15 people, **preferred**
- Ability to take initiative and work with minimum supervision
- Ability to work well in a team environment
- Ability to analyze and solve problems quickly
- High degree of professionalism, leadership aptitude, project management potential, and decision-making ability, **required**

Education and Experience

- Field of study: Computer Science, Computer Engineering, Networking, or equivalent
- Prior entry-level experience in software/hardware/networking support, required
- 0 – 3 yrs Experience

Job Benefits:

- Competitive Compensation
- On the Job training
- Casual work environment
- Opportunity for growth and experience

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