



Job Title	Senior Solutions Engineer
Location	San Jose
Department	Sales Engineering
Job Summary	Responsible for pre-sales support and some post-sales support as needed. This individual will provide primary support for Western Region Sales team on all products, systems and solutions as well as support other sales regions as needed.
Job Content	<ul style="list-style-type: none"> • Work as a Subject Matter Expert (SME) having specific expertise in a technologies and applications to be shared with team • Responsible for creating and presenting VAR training curriculum • Create training videos focused on pre-sales technical and product level training • Responsible for online demo's to customers and VAR's • Proof-of-Concept testing of customer specific requirements • Product Benchmarking as it relates to data needed for VAR's and end users to help close sales • Create whitepapers in conjunction with Marketing • Create "How to's" to help other Solutions Engineers/Architects, VAR's and end users understand or deploy different technology, hardware or software • Feed corporate knowledgebase with questions and responses that come from end users or VAR's • Work with Engineering resources on an as needed basis for customer specific questions and/or deployments • Support ISV partnerships and compatibility testing • Manage regional evaluations and loaners
Job Qualifications	<ul style="list-style-type: none"> • Strong written, verbal, analytical, and interpersonal skills • Ability to speak in front of groups in a technically compelling manner, and to garner technical credibility in a sales environment • Works extremely well as a member of a team, excels also as an individual contributor
Experience	Min 5-8 yrs related experience in the data storage industry with specific knowledge in NAS, SAN, VTL and/or Tape technologies. Experience should demonstrate extensive knowledge of storage subsystem hardware and interconnect technologies, various backup and storage applications, and various operating system/hardware platforms, including a variety of UNIX/Linux, Windows 2003/2008 and Apple environments. Experience should also include the configuration, operation, and administration of a variety of storage topologies and protocols, including SCSI, iSCSI, FC, and SAS, as well as a variety of networking topologies and protocols, including Ethernet, TCP/IP, and SNMP.



Education and Training	Bachelor's degree or equivalent experience
Skills, Knowledge and Ability	<p>Must have proven sales skills and the ability to develop constructive customer relationships. Need to be able to understand and communicate complex hardware/software technical issues. Must also be able to solve a wide range of difficult problems in imaginative/practical ways by evaluating identifiable factors.</p> <p>Must be able to effectively communicate with customers, and to communicate technical information in written form. Manual dexterity and lifting up to 60 lbs. is required. Must understand electromechanical safety requirements.</p> <p>Administrative skills for Windows, UNIX and Linux are required. Having specific application expertise and knowledge of one or more of the following is required: backup software packages, Microsoft SQL, Microsoft Exchange, Oracle, VMware, XenServer</p> <p>Must have a working knowledge of Microsoft Office applications including but not limited to Word, Excel, PowerPoint and Visio.</p> <p>Requires confidentiality, the ability to take direction and complete assignments as necessary, and the ability to work effectively under deadline pressure.</p> <p>May require significant travel (40%).</p>