



ISS Sales Engineer

Job Description

The **ISS Sales Engineer** will be responsible for the overall management of customer relationships, including executing the sales process for ISS products – software, training, and technical and support services – and building and maintaining a solid and lasting customer base.

The Sales Engineer must build rapport with customers, understand their needs and make recommendations about optimal ISS solutions, and serve as an important customer advocate/liaison with ISS Technical Teams. The Sales Engineer must actively maintain communication with existing customers, periodically assessing current needs and goals, communicating existing or new ISS capabilities to meet those needs as appropriate, and ensuring overall customer satisfaction with ISS.

Essential Functions

Customer Service

- Reflect ISS corporate values of customer service and the highest possible quality product.
- Ensure that all interaction with internal and external customers and prospects is timely, courteous, and professional.
- Display mastery of customer relationship management (CRM) systems and office productivity tools (e.g., Microsoft Word, PowerPoint, Excel, etc.), using these tools and other internal processes to manage the sales pipeline and opportunities.

Lead Development

- Use multiple methods to identify new leads, including but not limited to cold calling, networking events and industry opportunities.

Sales Presentations

- Develop and deliver sales presentations for customers/prospects.
- Develop and deliver detailed product demonstrations.
- Develop proposals for software, training, and technical services.
- Manage the entire sales cycle using consultative approach for a purchase commitment from the client.

Cross-Selling

- Cross-sell customers with training and technical services to address a range of customer issues.
- Create a collaborative environment with the customer, whereby they look to ISS as a key solution provider and not merely a software vendor.
- Coordinate as necessary with technical personnel to develop plans/proposals for technical services opportunities.

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Competencies

- Excellent written and verbal communication and interpersonal skills
- Technical skills, including a good understanding of complex software systems
- Ability to learn new processes and concepts easily
- Proficiency with Microsoft Office® products (familiarity with Microsoft CRM® and/or Project® (PWA) a plus)
- Willingness to learn about how ISS products and services can meet customers' needs

Required Education and Experience

- Bachelor of Science in a technical or computer related field (or a combination of other bachelor degree and relevant experience)
- Minimum of two years work experience

Preferred Qualifications

- Prior experience working in technical sales and/or solutions selling or in in an engineering role
- Military background or experience working with military contractors

This position requires travel for customer visits, trade shows and conferences.