



Sales Engineer - Cisco

Job Description

This position is in the Engineering team, where the successful candidate will be prime for the Cisco portfolio. The role is focused on presales but could involve implementation and support functions as required.

Requirements:

- Provide technical expertise to sales, internal partners and customers (pre & post sales)
- Prepare and conduct technical presentations and proposals
- Design/Provide quotes for solutions to Sales teams
- Using a consultative approach, conduct technical operations review, present findings and prepare written reports as appropriate
- Technical lead during the presales and possibly during implementation phases
- Assisting the implementation teams on integration projects - troubleshooting
- Evaluate solutions, products and vendor capabilities
- Assist in evaluating competitive offerings
- Maintain and grow leading edge technical skills in a rapidly changing environment

Critical Qualifications:

- Strong technical expertise in one or more of the following areas: Advance Contact Centres, Unified Messaging, Multimedia, IP technologies (Cisco) Microsoft (MCSE/MCP), Microsoft Office (including Visio)
- Cisco product portfolio including – Call Manager, Unity, CME, CUE, Meeting Place, UCCX, Unity Connection, Consulting skills
- Certifications – CCNA, CCDA, CCNA Voice
- Ability to communicate effectively with technical and non-technical customers as well as internal and external partners
- Strong interpersonal skills and very customer-focused – experience dealing with external customers
- Strong leadership, analytical, and decision making skills
- Ability to maintain leading edge technical skills in a rapidly changing environment
- Strong sense of Team
- Innovative – able to propose and implement cost effective solutions

Skills considered an asset (but not mandatory):

- CCVP
- CCIE Voice, R & S and Security



- Specializations: Rich Media Communications, Contact Centre Express, Unity Design, Unity Support
- 3-5 years design and deployment experience (customer)
- Microsoft MCSE

Additional Information:

- Flexibility to work outside of regular business hours as required for customer commitments and cutovers (evenings and weekends)
- Work location: Mississauga, Ontario

Eclipse Technology Solutions is a recognized leader in providing fast and capable response to service issues in voice and data communications networks. Serving customers throughout Canada and the U.S.A., Eclipse specializes in designing, implementing and servicing complex multi-site, multi-application technology solutions. The highly experienced Eclipse staff has extensive experience with full-scale VoIP solutions, contact centre applications, unified messaging integration, and wireless mobility solutions.