POSITION DESCRIPTION

TITLE: Software Solutions Engineer

DEPARTMENT: IT

REPORTS TO: Director of IT Services

JOB SUMMARY
- Responsible for providing pre-sales and post-sale software expertise of document management products and software solutions.
- Create solution assessments, technical design documents and Statements of Work
- Install, configure and train on solutions
- Work independently to ensure the highest level of customer satisfaction.

JOB QUALIFICATIONS
Education: Associate’s Degree or equivalent combination of education and experience
Experience: Minimum 1-year document management, workflow, pre-sales and post-sales software support
Skills: Self-Motivated, A+, Net +, Microsoft certifications experience a plus

JOB DUTIES
The following job responsibilities are intended to reflect the major responsibilities of the job, but do not describe the minor duties or other responsibilities that may be assigned from time to time. Requirements are representative of minimum levels of knowledge, skills, and/or abilities. Incumbent will be required to satisfactorily perform all essential functions of the job, with reasonable accommodation considerations for those individuals covered under the Americans With Disabilities Act (A.D.A.)

RESPONSIBILITIES
- Use gold standards when meeting prospective and new customers, and serving current customers
- Meet with clients and sales reps to pre-qualify for software and create technical design document
- Provide proof of concepts of software and solutions
- Provide transfer of knowledge to technical team
- Provide connectivity support on installations and post sales
- Effectively demonstrate software to customers and prospects
• Maintain accurate records and accurately complete SOW’s
• Actively participate in training events, demos, shows, etc.
• Keep direct manager informed of potential or existing customer problems
• Develop skills and knowledge to advance to the next career level.

ESSENTIAL PHYSICAL-MENTAL FUNCTIONS AND ENVIRONMENTAL CONDITIONS

The physical-mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

• Ability to sit for long periods of time, use hands to finger, handle or feel, talk and hear, stand, walk, reach with hands and arms, stoop, kneel, or crouch.
• Ability to properly lift and/or move 20 pounds or less. The highest point of any lift - overhead; the lowest point of any lift - the floor.
• Ability to effectively communicate with others, both orally and in writing.
• Ability to understand, relate to, and apply concepts on a continuous basis.
• Ability to remember multiple tasks and/or assignments over long periods of time continuously.