

Iowa Department of Administrative Services – Human Resources Enterprise  
Job Classification Description

## Telecommunications Sales Engineer

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### Definition

This job classification is used only by the Iowa Communications Network.

Provides consultative pre-sales and sales technical subject matter expertise to support customer business needs, guide service delivery, and ensure a high-quality customer experience; performs related work as required.

*The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.*

### Work Examples

Builds and maintains strong relationships with internal technical staff, customer technical teams, and executive stakeholders.

Supports the full customer lifecycle, from pre-sales through service delivery, by collaborating with Account Consultants and Managers, qualifying opportunities, and developing tailored product demonstrations.

Facilitates communication between Engineering and Sales to align network design, equipment layout, and data configurations with customer requirements.

Translates customer voice communication needs into technical configurations, including legacy and modern switching platforms, VoIP, and cloud solutions.

Collaborates with customers and ICN engineers/architects to design WAN routing configurations (BGP and other), including BGP and other Internet routing protocols, and translates requirements into implementation-ready routing tables.

Oversees quality assurance processes to minimize rework and enhance service accuracy.

Promotes and implements best practices across teams to improve service delivery.

Strengthens customer relationships through effective issue resolution and proactive communication.

Provide technical sales support including system and sales order reviews, training, and coordination with engineering, operations and customers.

In depth knowledge of technical details, features, benefits, and limitations of products, as well as understanding industry trends, competitor offerings, and how the product solves customer problems.

Resolves escalated customer issues related to ICN services, processes, and procedures.

Collaborates with Account Consultants and Managers to develop and refine customer service strategies.

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## Competencies Required

### Knowledge:

- Telecommunications – Transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Engineering and Technology – The practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
- Computers and Electronics – Circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

### Abilities:

- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

### Skills:

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.

- Negotiation – Bringing others together and trying to reconcile differences.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Quality Control Analysis – Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Systems Evaluation – Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Systems Analysis – Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Operations Monitoring – Watching gauges, dials, or other indicators to make sure a machine is working properly.

### Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Eight years of full-time work experience in the field of technical telecommunications sales, sales engineering, engineering, or other technical sales and engineering experience.
- 2) A total of eight years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience.
- 3) Graduation from an accredited four-year college or university with a degree in any field, and experience equal to four years of full-time work in the field of technical telecommunications sales, sales engineering, engineering, or other technical sales and engineering experience.

*Effective date: 12/25 KC*