IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

TELECOMMUNICATIONS SALES ENGINEER

DEFINITION

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

Provide consultative pre-sales and sales technical subject matter expertise to meet customer business requirements, management of customer service, and provide customer service to customers.

> **The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

WORK EXAMPLES

Develops/maintains excellent relationships with technical staff, customers' technical staff, and executive managers.

Assists with overall definition and management of the customer service experience and all phases of the sales process; works with multiple Account Consultants to qualify accounts and assists account teams in ensuring customer satisfaction with service delivery; develops product demonstrations, including specifications, testing and delivery.

Acts as liaison between the ICN Engineering and Sales departments to ensure communications and understanding of requirements specific to network design, equipment layout and data configuration for ICN products and services.

Works with customers to understand telephone needs and design considerations. Translate these needs into programmable language for the Siemens Hipath 4000 switch.

Performs customer training on how to use the VoIP and digital telephones connected to the Siemens Hipath 4000 switch.

Works with customers to understand various route configurations (which may include Border Gateway Protocol…BGP routing) within the customers Wide Area Network (WAN) routing configurations. Translate these needs to the appropriate routing tables for implementation.

Works with customers to understand their configuration of MPEG broadcast video as it is combined with emerging Internet Protocol (IP) based video applications. Communicate this information to the appropriate ICN video engineers for design and implementation.

Reduces customer churn by coaching the ICN Sales, Engineering, Operations and Customer Services staff in effective "save" techniques.

Manages the quality check process with Customer Services, Engineering and Operations employees to ensure accuracy to eliminate rework and customer service impacts.

Reviews reporting and tracking logs on a regular basis to determine if ordering standards are met.

Manages and communicate best practice procedures and facilitate implementation of these practices.

Builds customer relationships with professional problem resolution tactics.

Performs regularly scheduled service reviews with the ICN's "Target Account" customer base. These meetings will involve the review of "dashboard" reports that measure the ICN's service performance. The reviews are typically performed on either a monthly or quarterly basis depending upon the customer's needs.

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Performs technical sales support to include telephone station reviews, user training, coordination with Engineering design teams and customer research and analysis.

Handles customer escalated complaints, concerns and inquiries that involve ICN services, processes and procedures.

Provides leadership to the Customer Services Representatives to help resolve customer complaints and inquiries.

Assists the ICN Account Consultants with the creation and development of customer service plans.

COMPETENCIES REQUIRED

Ability to articulate purpose, key features, advantages and value proposition of ICN telecommunications technology products and services (i.e., Voice, Data, Video, IP, Voice and Video over IP).

Ability to express ideas orally, in writing, and with visual media; writing must include aptitude for expressing highly technical/complex ideas to non-technical audiences.

Knowledge of telecommunications and information technology terms, industries, and trends. Knowledge of departmental policies, procedures, and regulations.

Knowledge of source materials, guidelines, and methods which can be used to resolve complex problems not always covered by precedents.

Ability to read, interpret, and present complex technical issues, diagrams, manuals, tariffs, and procedures in order to communicate with customers and ICN internal sources on service issues.

Ability to see problems, situations, systems, or people from different perspectives that allow opportunities to identify service issue root causes.

Ability to work with customers and ICN employees in a positive manner while handling difficult and escalated issues.

Ability to develop and foster teamwork and motivate a group not bound by organization authority.

Ability to lead, plan, organize, control and evaluate the work of other employees as required.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision.

Demonstrates responsible behavior and attention to detail.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four year college or university and experience equal to eight years of full-time work in the field of technical telecommunications installation, maintenance and repair practices.

Effective Date: 09/12 BR