



Your SharePoint Solutions Provider

Sales Engineer

DocPoint Solutions is a Microsoft Gold Certified technology solution provider specializing in implementation, training, 3rd party products and support of Microsoft SharePoint Solutions and its integrated suite of products. By combining state-of-the-art solutions with document management expertise and innovative approaches to systems design and integration, DocPoint Solutions utilizes the inherent value of Microsoft SharePoint to provide a full range of consultative services and support with a focus on Document and Records Management within ECM and a specialization in document capture.

Summary

- ✓ Travelling to visit potential customers
- ✓ Growing relationships with existing customers
- ✓ Managing and interpreting customer requirements at a high level
- ✓ Persuading clients that a product or service will best satisfy their needs
- ✓ Assist with calculating client quotations
- ✓ Assist the Sales and Marketing team with showing value to help in closing sales
- ✓ Offering after-sales support services and follow-up
- ✓ Meeting regular sales targets
- ✓ Support marketing by attending trade shows, conferences and other marketing events
- ✓ Participate in speaking engagements for both product and business processes
- ✓ Making technical presentations and demonstrating capabilities/functions
- ✓ Providing pre-sales technical assistance and product education
- ✓ Liaising with other members of the sales team and other technical experts
- ✓ Liaising with the operations/implementation team to insure a smooth project transition and initiation
- ✓ Providing training and producing support material for the sales team

Key Responsibilities

The Sales Engineer (SE) will play a pivotal role in the complete sales-solution lifecycle support including: presale efforts, assistance with responding to RFP's, designing/supporting solutions at a high level and envisioning follow up technical needs. The SE role may include preliminary infrastructure architecture design and solution prototypes.

The role requires both broad technological knowledge and the ability to speak to SharePoint solutions by mapping common customer business problems and to end-to-end technology solutions.

The ideal candidate will provide technical leadership and recommendation during the sales engagement process on best practices for architectural design, understand the Microsoft SharePoint solution stack, and have a thorough understanding of enterprise application integration involving Business Process and Forms, WorkFlows, Business Intelligence, Digital Signatures, Collaboration, CRM, Enterprise Content Management, and Portals.

The individual will assist with early architecture and design reviews during the sales cycle to offer customers a significantly high level of confidence with the company offerings.

The position requires excellent communication skills and the ability to work with strong sales team, developers, IT admins, Project Managers and SharePoint System Architects.

Minimum Experience and Skills

Expert level knowledge of Microsoft's SharePoint Technologies (2007/2010/2013/2016/O365) and supporting technologies including:

- Strong understanding of Windows IT infrastructure set up and familiarity of security architecture concepts (Kerberos, FBA, Claims, Token Service are a plus).
- Strong understanding of Migration processes, methods and challenges
- Basic understanding of Active Directory in Windows platforms.
- Experience with Microsoft SQL Server, InfoPath, Workflow, PowerShell and SharePoint Designer is a plus
- Strong understanding of multi-tier client-server architectures
- Strong understanding of Nintex Forms and Workflow
- Ability to analyze performance issues within both the SharePoint applications and corresponding databases.
- Optimization opportunities of the SharePoint 2010/2013/2016/O365 environments.
- In-depth experience with Microsoft Platform and solution stack along with previous experience in SharePoint development platforms, Portals, Workflow, Forms
- Experience in migrating content from non-SharePoint platform to the SharePoint 2010/2013 platform and expertise in 3rd party migration tools preferred

- Competence when discussing the Integration of 3rd party applications into SharePoint such as Nintex, AvePoint, MetaLogix, ShareGate, Digital signatures (DocuSign and eSignLive), Document Capture software such as Kofax and PSiGEN.

Responsibilities Include

- Identify and build relationships with key customer and decision-makers
- Having a high degree of contact with other sales, operations and development teams.
- Contribute to development team growth through strong team interactions, be comfortable accepting feedback, positive and negative, and be driven by both time constraints and a personal commitment to quality.
- Assist with functional design documents, translate the business requirements into system requirements at a high level, create a prototype of recommended solutions, demo to the users, and implement the solution.
- Communicate Conceptual and Detail Designs to Client and Development Team
- Assertive with customer communications.
- Manage customer relationship by communicating SharePoint architecture standards and frameworks; answering questions; resolving concerns and issues.
- Review client requirements; articulating solution risks and barriers; recommending project approaches; assist in preparing time and cost estimates.

Specific Requirements Include

- Strong customer interaction skills and ability to understand and document customer needs from a business solutions perspective.
- Ability to work independently, as part of a team or in a lead role.
- Excellent organizational skills with the ability to work effectively on multiple priorities with firm delivery dates.
- Effective communication skills within information technology and business environments.
- Solid understanding of SharePoint 2013/2010 Enterprise/Standard products and technology platforms.
- 5 years of technical design and documentation, both technical and end user focused
- 5 years of experience in defining SharePoint farm architecture, including infrastructure
- Strong desire to learn a variety of IT disciplines, either through self-study, collaboration with other teams and/or 3rd party services.



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