Sales Engineer/Solution Architect

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Company: AudioCodes

Location: Belgium

Category: other-general

Location : Home Office and Rotterdam Office - Netherlands / Belgium

Job Description:

Sales engineer/Solution Architect is an experienced consulting engineer that takes part in all sales activities in the **Benelux** .

This role leads all technical activities in the sales process with full project and solution responsibility from the opportunity phase until it is ready to be handed over to the post sale phase. The Solution Architect collaborates closely with an experienced Account Executive to achieve the best possible outcome in a consultative sales process. The candidate is expected to have consulting level skills and the ability to rapidly adopt new technologies and products (including various AI based solutions) is key to the role. This means the typical day to day activities include giving product and high-level solution demonstrations to potential customers, translating the customers' requirements into high level designs, liaison between the customer and other AudioCodes employees to finalize the design and play a 'hands on' roll in POC activities.

This Solution Architect position requires a minimum of 5-10 years of experience in the technical field of Data/VoIP/Telephony SW and HW. The Solution Architect should have system hands-on and engineering capabilities allowing him to understand specifics of the customer requirements and use a consultative approach towards a solution based on the best match of both AudioCodes and partner products.

The Solution Architect is part of the region's sales organization and of the AudioCodes world-wide Solution Architect team. It is expected that this individual acquires in depth

knowledge in all AudioCodes products and services. The ability to quickly learn new technologies and products is key to the Solution Architect role.

During the post-sales phase, the Solution Architect will remain in contact with the customer to make sure they are informed on relevant news products and technologies. Occasionally the Solution Architect might be asked to liaison with other AudioCodes resources when technical issues are escalated or arise during the implementation phase of a project.

Duties and Responsibilities :

Provide a consultation level service to the customer, in UCaaS and CCaaS deployment and migration to digital transformation.

Provide technical assistance to the sales force during (onsite) sales calls.

Provide pre-sales technical support (including going hands-on when necessary).

Affinity with innovative technology in the IT space, such a conversational AI.

Can deliver engaging customer presentations, both in customer meetings as well as seminar/webinar format.

Provide technical support during first time installation of new products together with AudioCodes partners and end users.

Pre-sales technical interface to the channel/partner while nurturing and managing of technical knowledge transfer to the partners.

Analyze the technical fit of AudioCodes' products and services against the prospects', and customers' requirements.

Deliver hands-on product demonstrations, hence product setup knowledge is a requirement.

Provide product training to customers during the pre-sales phase.

Lead Proof of Concept activities in the region.

Lead RFP's/RFI technical responses.

Provide technical assistance to Marketing for regional events (e.g. seminars, road shows etc.).

Supervise and manage interoperability tests for systems being the interface between the customer /carrier and AudioCodes Product Management and Business Line.

Requirements:

Education : Engineering or university Diploma in Telecommunications, Electrical Engineering or Computer Science or equivalent.

Experience:

Relevant experience with regards to VoIP, including SIP, SBC, and IP-PBX.

Minimum 5 years in UC (aas) and CC (aaS).

Experience with public cloud services like Zoom and Microsoft Teams, but also Azure Communication Services, AWS, or Amazon Chime.

Experience in Microsoft based solutions selling to enterprise IT groups, including projects deployments and managed services, based on Microsoft infrastructure and applications – An Advantage.

Knowledge of Contact Center solutions (Genesys, ININ, Avaya or others) – An Advantage.

Knowledge of Digital transformation.

Personal Capabilities :

Understanding of the technical component in the sales process.

Team player, working effectively in multinational environment.

Technical leadership.

Enjoys interaction with customers and partners.

Experienced in acquiring and engaging with new customers and prospects.

Good presentation skills.

Willingness to travel throughout the region on regular basis to visit end customers and partners.

Fluent in Dutch and English.

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