



## **JOB POSTING**

**Date:** October 30<sup>th</sup>, 2009

**Expires Date:** Jun 15<sup>th</sup>, 2010

**Position:** Pre-sales Support Engineer

**Profile:** S

**Department:** Business Development

**Coach:** VP, Operations and Technology Services

**Direct Working Relationship(s):** Sales staff

**Work location:** Atlanta, GA

### **Overall purpose of position:**

To provide direct support on all KORE Telematics services and offering to the KORE sales team and potential customers. This position requires a self-starter with an out-going personality who enjoys working with and training customers on technical services the company sells.

### **Main responsibilities:**

- Provides day-to-day technical/solutions and support during the sales process including directly interfacing with the Sales team and potential customers.
- Controls all aspects of RFP and RFQ responses in more complex solution sales
- Present KORE services and platform applications to new accounts
- Manage PRISM platform training for new business
- Assists in crafting of customer solutions (i.e. aligning KORE capabilities with customer needs/requirements) during the sales process.
- Works with existing customers to understand and document additions and changes to existing solution/configuration.
- Document and communicate customer requirements/solution as input to KORE on-boarding process
- Ensures that the customer transitions from contract to production while at the same time ensuring the customer understands the process of interacting with the KORE customer support group.
- Provide oversight and project control for application acceptance testing
- Ensure implementation forms (VPN, API, Device Approval) are submitted accurately with customer and then ensuring communications to other internal groups is completed for on-time launch.
- Support briefings to ensure rest of organization understands customer application, device, etc.

### **Qualifications required:**

- Bachelor's Degree: Technical or Business (Info. Systems, Mgmt., etc.)
- 3-5 years experience in sales support (or other functional role that involves technical understanding and interfacing with sales and customers)
- Technical and commercial aptitude/strong 'solutions' aptitude

- Wireless and IP networking experience/experience with wireless devices desired
- Professional appearance/ability to interface with customers and various internal departments
- Strong written and verbal communications skills
- Self motivated and capable of working without a lot of direct supervision

- **Qualities - Personal:**

**Planning and organizational skills:**

Self-motivated, with ability to organize and schedule events, activities and resources; sets up and monitors time scales and plans.

**Communications:**

Good oral and written communicator, able to clearly communicate complex technical matters in a way that results in the customer being able to process the information logically to understand the advantages of the KORE solution.

**Teamwork:**

Able to act as a bridge between KORE technical Network Services and the KORE Sales team. This position will be acting as a KORE representative for both departments as well as an advocate of the customers to the KORE teams.

**Personality:**

It is expected that the role has a high degree of customer interface, to multiple levels within the customer organization. This position requires a quick thinker who can actively decipher customer needs, work through the customer's request, and explain the KORE solution while remaining poised and collected under pressure. Due to the nature of this position and the direct inter-facing with the customer, this person must have the highest personal integrity and understand how to deal with customer needs.

- **Qualities - Professional:**

**Specialized knowledge:**

Understands the technical and professional aspects of their work and continually updates technical their industry knowledge, in particular in wireless messaging, wireless data, and IP services.

**Problem solving and analytical skills:**

Must have the ability to analyzes issues and breaks them down into their components; makes systematic and rational recommendations based on relevant information.

- **Qualities - Entrepreneurial:**

**Commercial awareness:**

Understands and applies commercial and financial principles; while not responsible for commercial terms, is able to provide feedback and processes that are commercially necessary

**Creativity and innovation:**

Creates new and imaginative approaches to customer issues and needs. Identifies fresh approaches and shows a willingness to question the 'obvious' assumption.

**Action orientation:**

This position requires a self-starter who demonstrates a readiness to recommend decisions, take the initiative and originate action.

- **Working Relationships:**

**Internal:**

Senior Management  
Technical support staff  
Business Development staff  
Sales staff

**External:**

Customer technical staff  
Customer leadership  
Customer Marketing