

Cloud Voice Solutions Engineer

CNP Technologies has been helping clients Build, Manage, and Protect their mission-critical IT systems for over 22 years. We boast a deep bench of tenured engineers and long-term employees, many who have been an integral part of CNP since the beginning. Being part of CNP means being surrounded by passionate and innovative thinkers who are focused on both elevating our employees and delivering long-term customer success in Unified Communications, Data Center & Network Infrastructure, Cloud Services, and Network & Data Security.

The **Cloud Voice Solutions Engineer** role at CNP is an exciting and rewarding position. We are looking for a technical sales professional with knowledge of customer business drivers to adopt the CNP UC Solutions portfolio. The Solution Engineer acts as a trusted advisor and plays an integral part in delivering successful solutions to our customers. The Cloud Voice Engineer acts as the lead advocate for customers; translating technical needs into product development recommendations, testing of customer environments, and driving customer demand/features. They must be able to understand and articulate CNP solutions advantages to our customers and support the Account Executive when it comes to proposing and designing solutions to our customers biggest collaboration challenges.

The ideal candidate will be self-driven and have a background in telephony, video and applications sales, knowledge of leading UC communication platforms (Chat, Meetings, Video, Phone, Contact Center) and a passion for delivering next generation communication solutions for our customers

Responsibilities:

- Assist sales in developing sales plans and proposals for assigned opportunities
- Present industry, technical, and product knowledge to customers
- Keep current on solutions, products, and services
- Keep up to date with competitor solutions and services
- Provide technical and sales support for assigned accounts
- Perform advanced technical presentations and demonstrations for customers and prospects remotely and in person including proofs of concept
- Develop advanced system configurations to provide a customized demo experience
- Develop and maintain an expert understanding of all CNP offerings
- Demonstrating the CNP Vision and Core Values

Desired Qualifications:

- Sales engineering experience in Unified Communications, web conferencing, cloud voice, UCaaS, carrier services
- In-depth knowledge of "traditional" voice communications systems and applications
- Ability to deliver customized demos to prospects with agility and sales finesse
- Must be able to coordinate across various groups and functional teams.
- Ability to apply solutions, technology, and products to a business opportunity.
- Strong verbal and written communications and presentation skills with a focus on needs analysis, positioning, business justification, and closing techniques.
- Ability to present topics in a clear and concise manner to many levels of technical skill sets and audience sizes
- Demonstrate ability to drive and track a technical sales process
- Hands-on, high-energy, passionate, and creative problem solver with ability to get things done and lead others to success