

## Contact Center 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.

**CNP's Solutions Engineering** team uses expert knowledge of industry leading unified communications solutions to help new and existing clients create custom solutions that make the most of our technology solutions offering that enable improved world class customer experience.

Contact Center Solutions Engineers build customer trust in CNP and our ability to deliver solid long-term solutions, resulting in customer success. The Solutions Engineer leads the technical pre-sales relationship, proposes technical architectures, demonstrates the product, anticipates concerns, and provides creative solutions. The Contact Center Solutions Engineer is both highly technical and a skilled relationship builder. They are just as comfortable demonstrating how CNP delivers engaging communications experience to a CEO as they are sketching out a flow on a whiteboard with technical decision makers.

### Responsibilities

- Actively participate as a Subject Matter Expert for contact center products and technologies, providing consultative support to sales and other engineers
- Assist with the development of formal sales plans and proposals for assigned opportunities
- Transfer industry, technical, and product knowledge to customers
- Develop and maintain an expert understanding of CNP Contact Center applications and products
- Keep current on relevant competitive solutions, products, and services
- Perform advanced contact center technical presentations for customers, and prospects remotely and in person
- Develop and maintain an expert understanding of all CNP offerings
- Demonstrating the CNP Vision and Core Values

### Desired Qualifications:

- Experience in a pre-sales technical support role. Contact Center and/or Telecom solutions experience desired

- Demonstrates the ability to excel at understanding and communicating complex technical solutions and issues
- Must be able to coordinate across various groups and functional teams
- Demonstrate ability to drive and track a technical sales process
- Ability to apply solutions, technology, and products to a business opportunity
- Hands-on, high-energy, passionate, and creative problem solver with ability to get things done and lead others to success
- Excellent communicator and presenter who is able to gain audience confidence