



JOB DESCRIPTION

Job Title:	Senior Sales Engineer US
Department:	US Sales Team
Location:	Remote, USA
Reporting to:	Regional Business Manager - US
Date:	October 2016

About Clearswift

Clearswift is trusted by organizations globally to protect their critical information, giving them the freedom to securely collaborate and drive business growth. Our unique technology supports a straightforward and 'adaptive' data loss prevention solution, avoiding the risk of business interruption and enabling organizations to have 100% visibility of their critical information 100% of the time.

As a global organization, Clearswift has headquarters in the United States, Europe, Australia and Japan, with an extensive partner network of more than 900 resellers across the globe.

More information is available at www.clearswift.com

Clearswift Values

Show *passion* in what we do, drive for *innovation* in everything we do and continuously *collaborate* to make a difference.

Key Responsibilities

- Works on deals targeted by the Sales team, prioritising effort based on maximising total impact on team productivity and profit, or as directed by the Regional Business Manager
- Proactively scope the technical solution required to address customer requirements, assesses customers' stated and as yet unidentified needs, and recommend solutions that optimise value for both the customer and Clearswift.
- Secures input from all necessary solution stakeholders within the customer organisation. Adapts solutions, as necessary, to meet customer objectives.
- Coordinates closely with sales, support and service resources to align solution design with customers' business requirements.
- Secures from customer technical staff commitments needed to ensure a deal's "technical close."
- Meets assigned targets for sales growth in market areas, channel, or teams supported.
- Provides coaching and professional development to team-member sales associates in order to enhance their product knowledge, technical acumen, and technical sales skills.
- Opportunistically pursues additional business development opportunities within customer firms. Collaborates with sales to ensure these opportunities are effectively covered and advanced.
- Present Clearswift products to customers, partners and sales staff either face to face or via web meeting facilities
- Work with account sales managers, providing presales and solution architecture support at different stages of the sale process
- Apply business skills and consulting methodologies to gather and analyse data, lead on designing, and developing and implementing solutions while meeting customer expectations
- Lead discovery workshop sessions to gather customer requirements and critical business challenges.

Additional Responsibilities include:

- Position the value and business benefits of Clearswift products to customer business decision makers
- Helping customer technical staff to understand technical advantages of Clearswift products
- Drive product evaluations and provide support to customers during this process
- Responding to RFPs and preparing technical proposals.
- Ensuring on-going customer satisfaction and technical account management

- Work regularly with other Clearswift World-wide presales engineers to share account strategies.
- Help other Clearswift World-wide Sales teams as a backup
- Assist in knowledge transfer of sales methodology and security solution positioning to channel partners
- Develop and maintain deep knowledge of the Clearswift security and information management solutions
- Act as an evangelist for Clearswift products
- Develop and maintain deep knowledge and understanding of competition security solutions and products
- Assume a lead support role in working with customers and partners in collaboration with the Local Sales team
- Develop and communicate the Clearswift value proposition to customers and partners
- Serve as a bridge between customer and market requirement and Clearswift Product Development and Product Management

Support Sales Development Team providing immediate support to 'Live Engagements'

Skills Profile

- Strong working knowledge of SMTP and email security issues
- Strong working knowledge of HTTP and web security issues
- Excellent communication and interpersonal skills
- Excellent written skills and responding to RFPs/RFIs
- Strong presentation skills
- Possess an understanding, at a detailed level, of architectural dependencies in use in the customer's Information Security environment
- Knowledge of network design and security architecture concepts
- Knowledge of Enterprise security products
- Competent with Microsoft and VMware associated architecture
- A good understanding of the fundamentals of TCP/IP networking, including:
 - Subnet masks
 - Routing
 - Dynamic Routing Protocols
 - Common IP Protocols – TCP, UDP, etc...
 - Familiar with electronic messaging concepts
 - Experience with Unix or Linux 2.6+ kernel distributions
 - Good understanding of encryption techniques and management including:
 - S/MIME, PGP
 - PKI
 - SSL, TLS
 - Experience of working with email environments (e.g MS Exchange, Sendmail / Postfix)

Desired Skills

- A degree/equivalent qualification and an industry recognised certification e.g. CISSP or MCITP, is required
- Experience of the Clearswift's solution set
- Experience with compliance standards such as SarbOx, WEE-Rohs and HIPAA, GDPR
- Knowledge of various security standards and methodologies like ISO27001, FIPS200

Personal Characteristics

- Focused on supporting sales team achieve targets
- Excellent communication and presentation skills (verbal and written)
- Strong personal presence, capable of engaging senior management
- Understands the market issues and trends affecting the IT Security business and Clearswift's differentiators versus the competition
- Self-starter who is pro-active, energetic, flexible, creative, with lots of initiative and a positive, enthusiastic, can-do attitude
- Results-driven with strong goal-orientation
- Comfortable/Competent with both sales and delivery activities
- 5 years' technical experience in one of the following areas : Security Risk Management, Vulnerability Assessment, Content Management
- Preference given to individuals with strong US networking background and expertise in IT Security Solutions
- BS Degree in Mathematics or Computer Science minimum, MS and/or MBA degree a plus
- Five plus years' experience in sales engineering, consulting or professional services with a focus on large-scale enterprise software
- Experience with classified data handling and knowing how to handle classified data. Active or previous possession of Security Clearance is a plus.
- Prior sales and consulting experience in federal government settings
- Business development experience a plus Strong project management, planning and organizational skills
- Deep knowledge of sales cycle and presales activities
- Ability to function as an individual contributor, plus management of teams and projects
- Experience in developing and conducting workshops with multiple client stakeholders
- Experience in conducting pilot or proof of concept-style projects
- Willing to travel and work away from home and office location to deliver flexible hours to suit customer requirements
- Candidates must possess a valid passport



- Must hold a driving license

Optional requirements

- Security clearance

The job is home based