



FIREMINDS
technology solutions

Suite 1000, 48 Par-la-Ville Road, Hamilton HM 11 Phone 295-0000

Fireminds is an international technology consulting firm serving clients in Bermuda, the Caribbean, LATAM and North America. Due to continuing growth and success, we seek to hire the following position:

PRE-SALES ENGINEER

TO ASSIST WITH GROWTH FIREMINDS IS SEEKING THE EXPERIENCE AND PASSION OF A PRE-SALES ENGINEER TO BE BASED IN BERMUDA.

KEY ACCOUNTABILITIES:

- Work and collaborate with the sales or account team by acting as technical expert in customer presentations.
- Help customers draw up requirements and select the correct products and services.
- Assist with technical questions or concerns during the sales process and participate in the initial portion of the project specification process.
- Determine the technical requirements to meet client goals and act as liaison between the organization's sales/business development and engineering groups.
- Respond to requests for information or requests for proposals from customers, supplying the technical details of proposed solutions.
- Prepare and track all proposals sent to customers and register in system.
- Coordinate the transition between pre-sales specifications and implementation engineering once contracts have been awarded.
- Support Project Managers in the provisioning and implementation of services and Product Development Team in the testing of new services or products.
- Identifying potential new customers and/or business opportunities in existing clients by building and maintaining excellent customer relationships.
- Follow up with customers on decision making process of proposals and solutions implementation.

QUALIFICATIONS AND EXPERIENCE:

- Bachelor's degree or a combination of education and experience in Engineering or IT
- Five years of industry experience, including two or more years in sales engineering or consulting
- Proven technology skills, outstanding interpersonal abilities, and strong written and verbal communication skills
- Attention to detail, plus analytical and problem-solving capabilities
- Positive, service-oriented personality
- Willingness to travel and work extra hours
- Knowledge of network protocols, architecture, hardware, security products.
- Proficient knowledge in VOIP/Hosted PBX systems, and strong on Cloud Services, Office 365, Azure, AWS, etc.
- Ability to explain technical concepts to non-technical users.
- Displays a high-level of enthusiasm for work, professional conduct, ethics, works well in a team environment and presents themselves professionally.
- Be passionate about technology and creating solutions for our customers.

Qualified applicants should forward Cover Letter and Resume' to hr@fireminds.com. Closing date February 9, 2018