

Pre-sales Engineer (Eastern Europe & Nordics)

Location : Leuven, Belgium

Contract type : Permanent, full time

Department : SALES

Purpose of the job

Support the sales developments in close cooperation with the account manager. Deliver pre-sales oriented technical support and follow-up on the customer-projects, as well as representing the customer within the Ekinops organisation as regards technical feedback and questions.

Context:

- Collaboration with a multi-cultural / multi-site organization
- Large product and technology range to support
- Fast changing technical environment, constant need to keep up to date
- Country-dependent technical requirements, dependant on the development phase of the telecommunication infrastructure

Duties and responsibilities

- Build in-depth knowledge of the customers' technical architecture, services model and Operational processes
- Build intimate relationships with the customer Engineering and Service development functions
- Provide in depth knowledge of Ekinops Access product portfolio to the customer and account team
- Knowhow and experience of Access, Transport knowledge is a plus
- Propose compelling solutions to meet customers technical requirements
- Construct winning technical responses to RFIs and RFPs
- Identify the appropriate software and hardware configurations to meet the customer's needs
- Project Manage the technical action plan from selection to deployment (customer qualification and testing)
- Manage the communication of special requirements, new products and features through the CTO and Product Marketing / Management organization

Skills and profile

- Education level & general experience
 - Bachelor or Master degree in engineering, informatics or equal by experience
 - 5 years of technical experience in the sector (IT/datacom)
- Technical knowledge
 - Telecom background (Routing protocols, QoS, tunnelling, IP VPNs, security ...)
 - VoIP solutions (SIP, SBC, centrex, Coding techniques)
 - Experience in IT, Virtualization, SD-WAN is a strong plus
- Behavioural indicators
 - Can-do and ownership attitude
 - Ability to work in a team
 - Good communication / presentation skills
 - Ability to build relationship with various functional and hierarchical groups (technical, marketing, management)
 - Copywriting skills
 - Entrepreneurial spirit with strong business development skills
 - Multi-lingual: Dutch, English. French is a plus
 - Self-learning attitude
 - Prepared for travel up to 50%