

Engineering Manager:

Job Description: People-focused technical sales professional who provides technical direction and business guidance to the engineering team. Drives gross profit through account planning, and resource planning and allocation. Proactively develops and maintains a team of high-performing Pre- sales Engineers and Post sales engineers and continually seeks innovative methods for improving team performance and profitability.

Responsibilities

- Build and Hire a professional Systems Engineering organization
- Build the engineering structure to scale and grow with the strategy of the company
- Work jointly with the sales organization to create a territory plan utilizing SE feedback and adding own knowledge of local market demand
- Create a technical resource plan by vertical and technology
- Collaborate with Sales VP to prioritize and target team opportunities; Understand mechanisms for building team capacity and improving team performance. Align resources to deliver on commitments and drive results
- Lead team to technical account strategies that align to customer business requirements and goals; assign resources appropriately
- Monitor and approve requests for customer-focused pre-sales and post sales resources
- Assist in determining domain/solution-focused resources and understanding and developing requests for these resources
- Provide timely and appropriate feedback that focuses on those things that will make the biggest difference in performance; reinforces efforts and progress
- Track and report team metrics for a given opportunity
- Understanding how to make money selling Professional services is a must!

Personal and Organizational Development:

- Monitor and measure team progress against business plan and recommend changes as needed
- Lead cross-functional projects within area of responsibility
- Proactively seek feedback on self; recognize own capabilities and take initiative to continually improve
- Advocate for continual improvement in customer experience to increase brand loyalty for High Point Solutions
- Understand drivers of customer satisfaction and strive to improve customer experiences

Skills & Behaviors

- Business Acumen
- Develop local knowledge of business economics and trends of various industries and vertical markets, and how High Point solutions add financial and strategic value
- Establish collaborative relationships built on trust and commitment and develop relationships at multiple levels within customer accounts and business partners
- Understand the customer's business model and helps the team identify an architecture and/or solution that provides ROI

Technical Acumen

- Advanced understanding of internetworking industry trends, including new products and solutions
- Advanced understanding of competitive product and solution landscape and can articulate trade-offs between various competitive products
- Excellent knowledge in Routing, Switching, Unified Communications, Security and Wireless
- Leadership Ability
- Develop team members' capabilities in support of individual career goals and team objectives
- Understand basics of managing technical people and the associated process of running a business
- Understand the value of best practices and apply best practices and other tools to drive business results.
- Communicate a clear vision and strategy for the account that inspires and empowers the team to execute within a common framework
- Able to get things done without direct line authority; able to exercise personal influence, resolve conflict, and bring about required behaviors
- Translate High Point's vision for the future into a compelling value proposition for the team
- Build the capabilities needed to deliver on the team's short and long term goal, including identification and development of a strong pipeline of the best talent from both internal and external candidate pools
- Clearly and succinctly convey information and ideas, including expert executive communication and presentation skills
- 8-12 years industry and Management experience