



CAREER OPPORTUNITIES

Job Description: Sales Engineer

WELCOME TO PCI PAL

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. We are integrated and resold by some of the worlds' leading business communications vendors, as well as major payment service providers.

We are currently looking for a Sales Engineer to join our US team, ideally based in the Western US time zone.

THE OPPORTUNITY:

The Sales Engineer will be the owner of technical discussions and designs for new business sales engagements. This role is a growth opportunity, where your aptitude and desire for success will be more important than fulfilling all our requirements from day one – demonstrate your confident and professional communication skills, as well as being able to acquire new technical skills quickly and we'd love to speak with you!

You will be expected to quickly acquire knowledge of the CCaaS, Conversational AI and wider telecoms industry to help facilitate new partner relationships as well as providing in-depth technical knowledge to support the Sales Team and Channel Partners. You will ensure that the solutions proposed are aligned to the requirements of the end-customer.

YOU WILL BE RESPONSIBLE FOR:

- Providing technical sales support to the sales, operations and other internal teams, and channel partners.
- Ensuring client requirements are met by providing (with guidance from others) a High Level Design, and overseeing the handover from sales to project delivery.
- Owning the Statement of Work for non-standard deals, ensuring it aligns with the proposed solution.
- Ensuring that technical aspects of the sales process are covered prior to contract engagement.
- Preparing and presenting demonstrations to prospective clients that cover both commercial and technical elements.
- Supporting the Sales team in completing technical input for proposal and tender submissions.
- Keeping up to date with advances in the customer experience/call centre and card payments industries.
- When required, owning and building POC scenarios using the PCI Pal platform for specific partner/enterprise requirements when necessary.



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WE WANT TO HEAR FROM YOU IF YOU:

- Ideally have basic experience working in SaaS solutions, if you've worked in business communications (inc. contact centre), fintech and payments, and cyber security environments this would be advantageous.
- Are an excellent communicator with a passion for learning, able to gain knowledge quickly in a fast-moving marketplace and share this with audiences.
- Have a natural entrepreneurial drive and are highly motivated – keen to make a difference and a commitment to excellence in everything you do
- Are able to learn new technical skills quickly, and have a desire to grow within a role.
- Have any experience in contact centre or unified communications environments and applications: connectivity (for example, SIP trunking), integrations (using web services), and desktop applications like CRM and ERP (e.g. Salesforce, Oracle, SAP, etc)
- Have experience with B2B software sales and projects both directly and through business partners (resellers and referral partners)
- Have good written communication skills, and can produce documentation in a clear and concise manner.
- Are self-motivated, passionate, and determined, with a desire to overachieve.
- Have conversational AI experience and are comfortable working with AI companies to quickly build and test integrations

IN RETURN WE OFFER:

- 25 days PTO
- Medical, dental and optical insurance cover
- Additional day off on your birthday
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- "Work from anywhere" 2 weeks per year policy
- Reward, benefits and wellbeing hub (offering support, discounts, cashback and savings)
- Training and development opportunities
- Ad-hoc team events, incentives and competitions

TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact the People Team recruitment@pcipal.com