



## **Job Description: Solutions Engineer**

3CLogic is a global provider of voice and SaaS solutions to enterprise and Global 2000 organizations worldwide. A strategic ServiceNow partner, the company is among the leaders digitally transforming customer and employee experiences, voice-enabled self-service, remote work, and the application of AI to drive better customer outcomes.

We are growing quickly and are looking for energetic candidates seeking to join a fast-paced company and market! Is that you? If so, please send a copy of your resume and cover letter.

**Location:** Remote (USA)

### **Description:**

3CLogic is expanding our sales organization to meet the demands of a rapidly growing industry and is seeking experienced sales engineers to join our team. In this critical role, you will be responsible for assisting regional account executives in the acquisition and retention of customers by utilizing world-class technical pre-sales solution consulting techniques to communicate the power, value, and ease of use of the 3CLogic platform. This will be a hands-on technical role requiring an individual capable of going wide and deep on solution delivery and solution positioning throughout the sales cycle.

### **Job Responsibilities:**

- Create and contribute to sales campaigns focused on transforming Customer Service Operations, Employee Services, and/or IT Helpdesks with integrated cloud contact center capabilities.
- Contribute and maintain a showcase of 3CLogic solutions integrated with leading CRMs and Customer Service Management platforms (ServiceNow, Microsoft Dynamics, Salesforce, SugarCRM).
- Create and own programs that enable and support Account Executives in demonstrating the value of the 3CLogic Cloud Contact Center offering.
- Strong alignment with product management and engineering teams on roadmap and field feedback.
- Support technical RFP responses for prospective customers evaluating Contact Center platforms.
- Assist the sales personnel in the qualification of customer needs and performing pre-demo needs analysis.
- Provide mentoring and training to peers and other colleagues in the organization.
- Demonstrations of the product, both standard and tailored to prospects and existing customers, both onsite and via Zoom.
- Generation of product demo scripts and scenarios and maintaining demonstration environment(s).
- Guide and support prospective customers in scoping their implementation of the 3CLogic platform.
- Scoping and delivering Proof of Concept/Proof of Value engagements with prospects.
- Responding to Request for Information/Proposal documents.
- Staying current on product developments/releases to a level required for demo and PoV/PoC.
- Supporting Marketing events – user conferences, trade shows, webinars etc.
- Staying current on competitive analyses and understanding differentiators between the company and its competitors.
- Responsible for understanding business and technical problems addressed by the products including key regulations, business drivers, evolving business needs, security etc.
- Act as the 3CLogic subject matter expert at Executive briefings / marketing events.



**Qualifications:**

- 5+ years of experience selling/configuring SaaS or complex technical solutions to enterprise accounts.
- Working knowledge of CRM (Salesforce, ServiceNow, Microsoft Dynamics) and/or call center solutions a plus.
- Experience creating and presenting customized technical demonstrations and use cases.
- Excellent communication skills and strong presentation skills.
- Ability to travel up to 25% as needed.