

JOB DESCRIPTION

Job Title:	Pre-Sales Engineer
Department:	Sales Engineering
Location:	North Sydney
Reporting to:	VP Global Sales Engineering
Date:	September 2018

About Clearswift

Clearswift is trusted by organizations globally to protect their critical information, giving them the freedom to securely collaborate and drive business growth. Our unique technology supports a straightforward and 'adaptive' data loss prevention solution, avoiding the risk of business interruption and enabling organizations' to have 100% visibility of their critical information 100% of the time.

Clearswift operates world-wide, having regional headquarters in Europe, Asia Pacific and the United States. Clearswift has a partner network of more than 900 resellers across the globe.

Clearswift Values

Show *passion* in what we do, drive for *innovation* in everything we do and continuously *collaborate* to make a difference.

The Role

Targeted business growth and the need to provide support to the APAC Sales team in technically complex opportunities has created a requirement for an energetic, self-motivated presales technical professional to support successful conversion of these opportunities. You will be responsible for providing technical guidance / presales / technical account management activities across the complete sales cycle for the APAC sales team, and be expected to engage with prospective / existing customers and partners to sell the Clearswift solution portfolio into defined accounts including our specific verticals; Finance and Banking, Government and Defence, Police and Military, Manufacturing and other data sensitive security markets.

The Sales Engineer (SE) / Pre-sales will work with Clearswift partners, prospects and clients to craft data security, data risk management and data loss protection solutions. In this role, the SE needs to be proactive and consultative in nature, able to analyse and understand a customer's

business process challenges and objectives and create insightful solutions using Clearswift's technology.

During this process, the SE needs to be able to conduct both strategic workshops (e.g. data security approach) and technical deep dive workshops (e.g. encryption). They need to be able to effectively demonstrate the product in action using virtualization technology tools like VMware. Finally, the SE needs to manage limited-in-scope proofs-of-concept by installing the solution in a live customer environment, configuring the solution and training the prospect on its operation. This position is primarily based in Clearswift's offices in Sydney, however will include outside travel to customers within Australia and some, limited, travel within Asia.

Key Responsibilities

- Works on deals targeted by the Sales team, prioritising effort based on maximising total impact on team productivity and profit, or as directed by the VP Global Sales Engineering
- Ensuring on-going customer satisfaction and technical account management
- Identify new opportunities from a technical account management for cross sell and up sell.
- Drive product evaluations and provide support to customers during this process
- Proactively scope the technical solution required to address customer requirements, assesses customers stated and unidentified needs, and recommend solutions that optimise value for both the customer and Clearswift.
- Secures input from all necessary solution stakeholders within the customer organisation. Adapts solutions, as necessary, to meet customer objectives.
- Coordinates closely with sales, support and service resources to align solution design with customers' business requirements.
- Secures from customer technical staff commitments needed to ensure a deal's "technical close."
- Meets assigned targets for sales growth in market areas, channel, or teams supported.
- Provides coaching and professional development to team-member sales associates to enhance their product knowledge, technical acumen, and technical sales skills.

Additional Responsibilities include:

- Position the value and business benefits of Clearswift products to customer business decision makers
- Helping customer technical staff to understand technical advantages of Clearswift products
- Responding to RFPs and preparing technical proposals.
- Work regularly with other Clearswift World-wide Sales engineers to share account strategies.
- Assist in knowledge transfer of sales methodology and security solution positioning to channel partners

- Develop and maintain deep knowledge of the Clearswift security and information management solutions
- Act as an evangelist for Clearswift products
- Develop and maintain deep knowledge and understanding of competition security solutions and products
- Assume a lead support role in working with customers and partners in collaboration with the Local Sales team
- Develop and communicate the Clearswift value proposition to customers and partners
- Serve as a bridge between customer and market requirement and Clearswift Product Development and Product Management
- Support Sales Development Team providing immediate support to 'Live Engagements'

Skills Profile

- Strong working knowledge of SMTP and email security issues
- Strong working knowledge of HTTP and web security issues
- Excellent communication and interpersonal skills
- Excellent written skills and responding to RFPs/RFIs
- Strong presentation skills
- Possess an understanding of architectural dependencies in use in the customer's Information Security environment
- Knowledge of network design and security architecture concepts
- Knowledge of Enterprise security products
- Competent with Microsoft and VMware associated virtual architecture
- Experience of working with email environments (e.g MS Exchange, Sendmail or Postfix)

Desired Skills

- A degree/equivalent qualification and an industry recognised certification e.g. CISSP or MCITP, is required
- Experience of the Clearswift's solution set OR competitive solutions
- Experience with compliance standards such as GDPR, SarbOx, WEE-Rohs and HIPAA
- Knowledge of various security standards and methodologies like ISO27001, FIPS200
- A good understanding of the fundamentals of TCP/IP networking, including:
 - Subnet masks
 - Routing
 - Dynamic Routing Protocols
 - Common IP Protocols – TCP, UDP, etc...
 - Familiar with electronic messaging concepts
 - Experience with Unix, RHEL 6 / 7 or Linux 2.6+ kernel distributions
 - Good understanding of encryption techniques and management including:
 - S/MIME, PGP
 - PKI

- SSL, TLS

Personal Characteristics

- Focused on supporting sales team achieve targets
- Excellent communication and presentation skills (verbal and written)
- Strong personal presence, capable of engaging senior management
- Understands the market issues and trends affecting the IT Security business and Clearswift's differentiators versus the competition
- Self-starter who is pro-active, energetic, flexible, creative, with lots of initiative and a positive, enthusiastic, can-do attitude
- Results-driven with strong goal-orientation
- Comfortable/Competent with both sales and delivery activities
- 5 years' technical experience in one of the following areas.
- Security Risk Management, Vulnerability Assessment, Content Management
- Preference given to individuals with networking background and expertise in IT Security Solutions
- BS Degree in Mathematics or Computer Science minimum, MS and/or MBA degree a plus
- Five plus years' experience in sales engineering, consulting or professional services with a focus on large-scale enterprise software
- Experience with classified data handling and knowing how to handle classified data. Active or previous possession of Security Clearance is a plus.
- Prior sales and consulting experience in federal government settings
- Business development experience a plus strong project management, planning and organizational skills
- Deep knowledge of sales cycle and presales activities
- Ability to function as an individual contributor, plus management of teams and projects
- Experience in developing and conducting workshops with multiple client stakeholders
- Experience in conducting pilot or proof of concept-style projects
- Willing to travel and work away from home and office location to deliver flexible hours to suit customer requirements
- Candidates must possess a valid passport (depend on the Region).
- Must hold a driving license

Location

The job is located at our offices in Northern Sydney.