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# Example of Sales Support Engineer Job Description

Our company is growing rapidly and is looking for a sales support engineer. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for sales support engineer

* Prepare hands on trainings to sales team and customers
* Drive technical training seminars for customers and internal/external staff through presentations, technical solution solving and support
* Work closely with external sales team passing on technical and sales information
* Extend continuously product knowledge
* Assist customers and Technical Trainers with any and all technical issues related to running lab environments from our Instructor Led Training course catalog (15+ courses, 100+ labs) and our Self-Paced Lab catalog (100+ labs)
* Provide real-time support of lab environments
* Monitor and respond to issues with our suite of tools that support curriculum publication and deployment
* Interact and communicate effectively with other functional teams, Engineering/Factory/Order Entry team throughout the sales cycles, as required, to appropriately respond to customer requests
* Meeting expectations
* Applying decisions to support and develop product sales, dealer effectiveness, overall segment growth, NPI process, process improvement, warranty policy

## Qualifications for sales support engineer

* Proficient in MS Excel, MS Word, MS PowerPoint and MS Visio (MS Project is a plus)
* Self-starter/self-driven with the ability to work independently/remotely disconnected from other team members
* Must have strong background in drawing/schematic reading/interpretation
* Candidate must have operated in an IWTA or inter-company contracts environment overseeing IWTA CA
* Familiarity/experience with tools and processes, Word Authorization Documents (WAD)/Baseline Change Request (BLCR), CAM Tool, Risk Management (ARM), Cost and Schedule tool and Health Metrics
* Candidate has implemented all or most of sustainment product support services including but not limited to simulated training, development of support equipment, sustaining engineering customer support, autonomic logistics hardware/software integration, depot activation, supply chain services, fleet modification and fleet management, field service engineering.EVMS skills, CAT 1 CAM, BOEs, Labor and Material control accounts