



Example of Professional Services Engineer Job Description

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Our company is hiring for a professional services engineer. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for professional services engineer

- Migrations, health checks, remediation of customer issues as a secondary focus
- Maintain accurate records of customer interactions
- Participate in pre-sales conversations to identify requirements and feasibility of technical client requests
- Act as liaison between the customer and product team in order to facilitate feedback
- Drive interest in our solutions, professional services, and consulting offerings to potential and existing Hospitality clients
- Help our sales force plan and prepare for customer sales presentations
- Attend and present at customer meetings and internal sessions with other company functions
- Regular travel to deliver services on customer locations throughout the EMEA region
- Proposals, presentations and Statements of Work (SOW) for professional services engagements
- Work closely with the customer in understanding requirements, identifying a strategy for meeting the customer needs, problem identification, analysis and re-creation

Qualifications for professional services engineer

- Knowledge and experience with operational tools for system control, monitoring and automation
- Experience with Installation and Configuration activities
- High level knowledge of ITIL process (or equivalent, demonstrable experience)
- High degree of comfort working with senior management (internally and externally), including polished presentation skills
- Excellent interpersonal skills, maturity and good strategic judgment