



Example of Professional Services Engineer Job Description

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Our innovative and growing company is hiring for a professional services engineer. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for professional services engineer

- Provide analysis of test results
- Perform day to day management of assigned projects, manage customer relationships and ensure customer delight
- Provide direct technical support to customers in the sale of strategic, complex or advanced systems or applications, including requirements analysis, new feature development and implementation in the customer environment, performance benchmarking, competitive positioning, and execution
- Understand customer technology, products, and test requirements to recommend solutions to meet their needs, and ensure customer satisfaction
- Act as the customer voice to influence future product design to meet customer needs
- Provide post-sales customer technical support and ongoing customer training as required
- Provide technical point of contact for professional services throughout an engagement lifecycle
- Identify existing and prospective solutions, review applicable of network visibility use-cases, security policies and procedures with the business
- Match the message to the audience when relaying technical solutions to individuals who may not have a technical background
- The PS Engineer will also present engagement status reports to

and change management processes, and may contribute to development of new policies and practices by suggesting innovative ideas

Qualifications for professional services engineer

- Stellar verbal, written and presentation skills using Microsoft Office products including MS Project (or similar)
- Off hours work (nights and weekends) may be required
- Sales Engineer
- Solutions Architect
- Security Consultant
- DLP Consultant