

POSITION OVERVIEW

The Sales Engineer (SE) with (MMEA/KSA) will be the technical bridge between our Sales Representatives and their pre-sales customers. As a Trend Micro product expert will guide customers and prospects in the selection and deployment of Trend Micro Next-Gen security solutions and take joint ownership with Sales team in developing customer relationships, providing leadership in security architecture and help influence customer's technical strategy with strong problem-solving skills. A Sales Engineer is a trusted advisor to customers by developing an understanding of customer needs, risks, tolerance and technology gaps and implementation.

PRIMIRY RESPONSIBILITY

- Apart from being a technologist, you are expected to understand customer journey with product and it's experience and help customer to navigate through it smoothly
- Obsessed with Customer Success during entire part of his engagement, onboarding and product experience journey
- A strong pillar to build and train sales organisation. You shall be an extremely good storyteller and help sales team to sell better and effectively
- Understand emerging ecosystem of cyber security partners like SOC services partner, CSP (cloud service partners), MSSP etc.
- Leveraging channel partners by upscaling and training for customer engagement is integral part of the role
- Conduct routine update on the new product/ technology to the internal sales staff
- Work closely with Regional / Global Product Manager and Product Marketing Manager to obtain the latest Product/ Technology know how
- Confidently deliver engaging technical demonstrations highlighting Trend Micro products advantages and benefits via solid messaging, presentation skills and public speaking
- Encourage and empower the partners and channel to propose, position and convince the customers with our products and solution
- Present to all levels of an organisation complex technical issues and solutions in a meaningful, engaging, and digestible manner
- Apply strong problem-solving skills to design solutions that solves the customer problems
- Developing close relationships to help influence the technical strategy of the customer
- Deliver training to customer and prospects about Trend Micro solutions
- Working with company technical support personnel to ensure ongoing quality of support and customer health
- Contribute to departmental best practices, strategies, methodologies and documentation for increased efficiencies
- Continuous self-improvement and learning to maintain current technical knowledge, participate in technical communities of interest
- Most of the sales engineers actively participate in webinar, workshop and other industry event as a speaker or panelist. Very good public speaking skill will be added advantage to the role

EXPERIENCE

- Rich experience in delivering highest quality presales Support and Solution by bringing unique value on to the table for customers
- Strong understand and knowledge on SOC operations, security analytics capabilities, cloud architect understanding, cloud native application security, SASE, CASB, Zero trust model will be key advantage.
- Knowledge and understating on Microsoft O365, Azure, google, AWS services will be added advantage.
- Exposure to security software solutions like Firewall, Content Security, Intrusion prevention, encryption, data leakage, data protection and monitoring security will be added advantage
- Good written and spoken communication skills in English
- A strong interest in all aspects of cybersecurity and a passion for customer security
- Excellent of understanding of public cloud technologies such as AWS and Azure