

Audio Visual Design Engineer

iSoft Solutions – Virginia Beach, VA

iSoft Solutions (iSoft) is an industry leader dedicated to providing Government customers with complete integrated solutions and services through every outlet from - initial planning, consultation, design, integration, and implementation. iSoft is currently seeking a new AV Design Engineer to support the continued growth of our Audio Visual – Network Technology group headquartered out of Virginia Beach, VA. Recent AV design experience is critical and prior hands-on experience in AV integration or systems programming is preferred. Experience in the Federal Government sector is strongly preferred. Project / account coverage will be focused primarily in Southeastern Virginia, with reaches within the Mid-Atlantic region (NC / MD / DC).

The purpose of the Design Engineer position is to provide presales and technical design and consulting assistance to our customers and Sales Team concerning the technical knowledge of products and services. This Design Engineer also acts as a liaison between the Sales Team and other departments within the company. Key responsibilities include customer site surveys and the development of detailed audio-visual system design packages including statements of work, diagrams and bills of materials. Support in Sales Team response efforts to solicitations / bids and support to the Technical Services Team throughout the project integration cycle are also requirements.

Responsibilities:

- Assist the Sales Representatives with technical knowledge pertaining to the products and services offered by the company.
- Provide pre-sales technical assistance and product education to the Sales Team, customers, or prospects.
- Provide technical specifications for a quote or proposal and prepare accompanying materials.
- Interpret customer requirements; speak with customers or prospects to understand their needs and relay this information to the Sales Representative.
- Perform technical presentations that demonstrates how products and services can benefit and meet customer or prospect needs.
- Provide technical assistance to Professional and Technical Services Field Engineers involving multiple vendors including, but not limited to: Cisco, Polycom, Crestron, Extron, AMX, Biamp, Clearone, etc.
- Serve as liaison with other departments in the company to gather technical expertise for supporting the Sales Team.
- Support marketing activities by attending trade shows, conferences, and other related events.
- Maintain in-depth product knowledge of the service offerings of the company.
- Interfacing with iSoft's other divisions to support projects and troubleshooting on Audio Visual and Video Conferencing Solutions.
- Develop detailed AV system design drawings consisting of signal flow diagrams in conjunction with detailed bill of materials.
- Develop detailed statements of work for proposal and technical integration.

Additional Duties and Responsibilities:

- Assist with sales projects and provide cross functional assistance to other departments when needed
- Develop in-depth knowledge of the service catalog and how it relates to customer's needs
- Document internal processes and procedures related to duties and responsibilities

Knowledge, Skills, and/or Abilities Required: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Technical background, with previous experience in a technical role
- Proven track record in sales and knowledge of technology
- Enjoy working with customers and external audiences
- Proficient with general office applications
- Strong organizational, presentation, and customer service skills
- Skill in preparing written communications and materials
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care
- Ability to multi-task and adapt to changes quickly
- Typing skills to ensure quick and accurate data entry
- Self-motivated with the ability to work in a fast moving environment

Excellent Salary/Commission program and Benefits package.

Interested parties should email their resume to careers@isoftusa.net.