



## Senior Sales Engineer (Southern Germany)

### The Company

Pillar was started in 2001 with a simple, yet powerful idea: Build a **successful storage company** by creating value that others had promised, but never produced. At Pillar, we're on a mission to deliver the **most cost effective, highly available networked storage solutions** on the market.

Headquartered in San Jose, California, Pillar Data Systems™ also has offices in the UK, Ireland, France and Germany.

**Today, the Pillar Axiom is the World's most efficient and first and only Application-Aware Storage System!**

### The Position

A Senior Systems Engineer (SSE) partners with an Account Executive (AE) to develop an enterprise account base, and is responsible for technical management of customer accounts to ensure the achievement of Pillar revenue and customer satisfaction goals within a local territory.

The SSE must drive adoption of Pillar's products and solutions in customer and partner settings, conveying the merits of Pillar's solution versus competitive alternatives. Provide coaching, mentorship and assistance for team members, engaging in some supplemental support activity for regional and national efforts.

The candidate should be extremely positive, outgoing and a strong communicator. The ability to work in an international environment and to balance and prioritize workload also in frenzied times is vital to successfully perform in this role.

**ESSENTIAL FUNCTIONS:**

- Deliver complex presentations to customers, partners and public audiences on Pillar's technology and product offerings, with specific expertise to support Pillar's technology and product offerings.
- Produce written proposals and technical responses to RFIs and RFPs within a territory. Support SE staff in drafting and reviewing large scale proposals and RFPs requiring advanced subject matter.
- Position compelling solutions targeted at solving the customer's business problems, over and above specific technical requirements, participating in the identification and development of that solution, acting as technical advisor to the customer.
- Conduct hands-on demonstrations, knowledge transfer of the Pillar Axiom storage system to customers/channel partners.
- Develop customer solution proposal and supporting documentation (Customer Technical Profile, Design Documents, Site Survey, etc.) for review by the customer and Pillar management, assessing customer requirements against Pillar capabilities to promote a successful implementation.
- Facilitate and manage customer evaluations, conditional purchases and proof of concept activities for the Pillar Axiom storage system; leads and provides project management with multiple resources for larger deals.
- Identify and resolve issues related to customers within their local territory, and across the region, managing SE, TAC and PS resources, and escalating where necessary to obtain rapid resolution.
- Take primary responsibility for rapid completion of the Technical Sales Cycle, accomplishing technical wins more effectively; shorten the sales cycle by leveraging customer references, experience, credibility, etc.
- Position Professional Services early and throughout the sales cycle. Leverage PS Specialists to provide more detail and provide broader positioning to close PS offerings.
- Cultivate peer client technical relationships at the staff, manager and operations levels throughout the engagement lifecycle, developing "trusted advisor" relationships with key stakeholders including system administrators, operations staff, technology selection committees, etc.
- Cultivate a body of reference customers to support Pillar activities firm wide (6-10 customer references expected).
- Develop and nurture a broader and stronger business and technical network to include middle management and staff of Pillar internal stakeholders, customers, resellers, distributors, SAs (Strategic Alliances), SIs (Systems Integrators), IHVs (Independent Hardware Vendors), ISVs

- (Independent Software Vendors), OEMs (Original Equipment Manufacturers), etc.
- Provide community leadership, contributing to intellectual capital development, and sharing best practices. Assist in internal technical and management projects to further Pillar's goals.
  - Act as coach and mentor to SE staff, assisting in team development efforts, and assisting management in identifying issues negatively affecting team morale.
  - Provide customer and market input to Product Management, Engineering, Customer Service, and other pertinent groups within Pillar.
  - Maintain currency on major industry developments; be capable of handling customer inquiries on these matters.
  - Represent Pillar at storage related user's group meetings, trade shows and industry conferences.

## **JOB SPECIFICATIONS**

### ***Minimum Education:***

- BS in computer science, electrical engineering or equivalent experience

### ***Minimum Experience:***

- 2-5 years experience as Pre-Sales Engineer supporting sales of storage solutions developed around specific application demands such as databases, messaging systems, etc. and 5 or more years experience as a storage or system administrator (NAS, SAN, or Direct Attach) with a strong technical design background.

### ***Technical Knowledge:***

- Able to transcend technology speeds and feeds and deliver proposals to provide solution selling; solving customers' business problems, not just selling storage capacity. Can understand customer's business problems and can relate specific Pillar technologies to solve those business problems.

- In-depth understanding of IT storage and computing architectures, including experience in storage and storage infrastructure, networks, operating systems and applications.
- Detailed knowledge of full product line and thorough competitive analysis and understanding of key competitor offerings. Gains qualification and/or certification in multiple company products, technologies or disciplines.
- Demonstrates extensive technical and solution design skills, with SME level experience in two or more of the following: VMware, Oracle, Exchange, SAN, NAS, Backup/Recovery, DR.
- Expertise in customized storage solution environments such as system installation, data migration and application storage provisioning and backup and recovery procedures.
- Broad storage industry knowledge and understanding; including general issues of interoperability and awareness of the competitive landscape.
- Expertise in troubleshooting and interfacing with storage systems, both NAS and SAN.
- Extensive experience working with server environments running UNIX, (Solaris, IBM-AIX, HP-UX ), Linux or Windows.
- Hands-on networking experience and troubleshooting with Fibre Channel and/or Ethernet technologies.
- Familiarity with SNMP and other management frameworks such as HP OpenView and Tivoli.
- Knowledge of CRM field support systems (Oracle) and other related company interface processes.

***Analytical / Interpersonal Skills:***

- Must be a good listener, creative, intuitive, and have the ability to resolve problems in potentially stressful situations.
- Must be a confident and assertive professional, acting as an independent and adaptive team player.
- Must display effective management of time and resources.
- Must be an articulate, persuasive and polished oral and written communicator, able to effectively discuss and negotiate around technical issues.
- Candidate will be self-motivated, customer oriented, resourceful and enthusiastic, showing an intense entrepreneurial mindset.
- Must be strongly motivated by challenging goals.

- Understands Pillar corporate strategies and leverages for competitive advantage.
- Becomes sought after as a regional resource.

***Skills Balancing:***

- Technical Skills ..... 4 - 5
- Business Acumen ..... 3
- Sales skills ..... 3 - 4
- Communication Skills ..... 4 - 5
- Presentation Skills..... 4 - 5

**Travel:** Regular travel within the assigned territory, some overnight; quarterly travel to California for training.

**Please submit your applications via email to Frank Pütz**  
[fpuetz@pillardata.com](mailto:fpuetz@pillardata.com) (Subject: "SE-Sued")