

Pre-Sales Engineer (m/w)

We are a leading start-up for mobile enterprise messaging. Our multi-platform solution includes development on iOS, Android, Windows Phone and desktop on the client side. On the back-end side we offer customers an on premise as well as a cloud solution, and use high security standards and advanced protocols. We have a good mix of different technologies like Docker, Ansible, Node.js, relational and non-relational databases, just to mention a few. We are looking for a Pre-Sales Engineer (m/w) in full-time that works closely with sales, partners and customers in order to successfully sell and deploy Teamwire.

Your Assignment:

- You work in a small engineering team together with sales, customers and partners on pre-sales and related deployment topics.
- You provide technical leadership by demonstrating and presenting our solution to customers in sales meetings and workshops.
- You gather technical specifications and requirements of customers needed for a successful signing of a contract.
- You own and drive evaluation projects. You create evaluation test plans (e.g. for proof of concepts) with customers, and then manage the evaluation process.
- You participate onsite and offsite acting as technical resource to ensure a successful conclusion of the evaluation.
- You analyze and implement technically complex systems that are highly performant, reliable and scalable.
- You evaluate and troubleshoot customer issues using problem-solving skills to prioritize and track incidents to closure under pressure.
- You are responsible for quickly solving potential incidents and customer support cases in collaboration with engineering, customers and partners.
- You work closely with engineering and product management to escalate bugs and feature requests if required.
- You provide effective and timely communication about all pre-sales activities to colleagues, customers and partners.
- You manage the customer relationship and make sure that the expectations of customers and their users are met and ideally exceeded.
- You coordinate the transition between pre-sales activities and implementation engineering upon the awarding of contracts

- You prepare evaluation plans, specifications, user guides, FAQs and other technical documentation.

Your Profile:

- You have ideally studied computer science or a similar course.
- You like to successfully sell and deploy IT solutions for businesses which lead in reliability, performance and scalability.
- You are great at managing relationships, building trust and effectively communicating with customers and partners.
- You have demonstrable experience with systems installation, configuration and administration of enterprise IT solutions.
- You have very strong problem-solving skills and high quality standards for quickly addressing customer issues, support cases and solving incidents.
- You like to find solutions for problems and incidents before they appear.
- You have got good knowledge of GNU/Linux, Docker and Ansible or a similar automation solution.
- You have basic knowledge of some of these programming languages: awk, bash, Python, JavaScript, SQL.
- You have at least 5 years experience in pre-sales engineering within an enterprise customer-facing environment.
- You are self-directed, reliable, show strong initiative and work independently.
- You have punctual attendance and are flexible to work variable schedules.
- You are a team player with a positive attitude and have very strong organizational skills.
- You have excellent communication and presentation skills.
- You understand that this position requires extensive travelling.
- You are fluent in German and English (both spoken and written).
- You ideally have knowledge of IT security and a channel-centric distribution model.

What We Offer:

- A young, nice and motivated team

- An entrepreneurial organization with no hierarchies
- A workplace where you can constantly learn and personally grow
- Agile and customer-focussed development workflows
- Working with newest technologies in international environment
- Start-up feeling with creative freedom

Location:

Aschaffenburg (Germany) or potentially Home Office

About Teamwire:

Teamwire is a fast, easy to use and secure enterprise messaging app. Currently there is a transition away from email towards messaging apps, and Teamwire offers the perfect solution for enterprises. Teamwire improves the internal communication with colleagues and teams, and increases the productivity of businesses and large corporations. Users can send 1:1 and group messages, post status updates, exchange video and voice messages, and share calendar dates, files and much more. Teamwire fully complies with strong German and European data protection needs and is a completely encrypted solution. The service can be easily managed for the whole organization and ensures company-wide compliance. Teamwire is available as a private cloud or an on-premise solution. More information: www.teamwire.eu

Please contact us at info@teamwire.eu if you want to find out more about an exciting opportunity in our fast-growing start-up. We are looking forward to hearing from you!