

JOB DESCRIPTION

JOB TITLE: Sales Engineer
DEPARTMENT: Sales
LOCATION: Hong Kong / Singapore / Sydney

essensys is one of the fastest growing global proptech firms moving rapidly into our next stage of hypergrowth. Established in London in 2006, essensys was created to solve the complex operational, everyday challenges for flexible workspaces, the largest growing segment in the commercial office market.

We believe the office environment of the past is no longer - the staid, the unresponsive and the impersonal - will be replaced with space-as-a-service and tech-oriented environment that has already attracted the world's largest enterprise users. Today, flex workspace accounts for less than 2% of the office space market and current growth estimates that will reach 30% by 2030. Traditional landlords need to adapt and have already started doing so, especially in light of COVID. The opportunity is massive.

In 2019, essensys became a publicly traded company on the London Stock Exchange and currently has regional headquarters in London, New York City, and Hong Kong. We have customers across 28 countries.

WHAT WE DO

We have built the only private cloud network to service the flexible workspace and commercial real estate industry which underpins our SaaS platforms. We simplify the day-to-day management of office buildings and the provisioning of secure wifi, internet and digital infrastructure services to tenants. Our platforms automate key tasks and processes and help flexible workspace providers deliver highly efficient, customer-centric workspace solutions. Our partners include some of the largest landlords and flex operators in the world, as we deliver an end-to-end, scalable solution by leveraging our 15 years of experience and our 100+ team of award-winning developers and engineers.

ABOUT THE ROLE

The Sales Engineer role is critical to our success and responsible for product technical pre-sales support. essensys' product set is comprehensive and covers a wide range of technologies, from software (SaaS) to networking, and newer technologies such as IoT. As such, a Sales Engineer that is able to provide deep technical insight to support our sales teams forms a vital link in the sales chain.

You will be a subject matter expert and able to convey to prospects not only the technical benefits of essensys' products, but how they are designed, deployed and secured. You will form the bridge between the Sales teams and our prospective customers, and the Product and technical teams within the organisation.

This is a customer facing role, so while you should have a good breadth and depth of technical knowledge in the areas of software design, networking and security, you should also have a passion for building relationships and making connections both within the organisation and with customers.

MAIN DUTIES AND RESPONSIBILITIES

- Understand the customer's needs and establish essensys' product as the best solution that solves the customer's challenges.
- Supporting our sales teams with pre- and post- sales activities, providing up to date technical knowledge of how our products are built and operate
- Clearly explaining technical, design and security aspects of our products to prospects
- Working closely with the Product, Development and Technical teams to review prospects' requirements and influence our roadmap
- Produce bid documentation and handle technical RFP responses
- Build and present customized demos of essensys' products.
- Perform product demos, and illustrate how our products can address prospects' needs
- Participate in all appropriate product, sales, and procedural trainings and certifications to acquire and maintain the knowledge necessary to be effective in the position.

KNOWLEDGE AND EXPERIENCE

- 3+ years of experience working in a pre-sales and/or post-sales role for a software business with a complex product set
- Excellent customer relationship skills
- Skilled communicator, able to convey technical concepts to a non-technical audience
- Excellent written and spoken English, additional language is a plus
- Comfortable presenting and performing demos to prospects, including up to C-level
- Sound technical knowledge in the following areas:
 - Security (Software & Network)
 - Software development & design
 - Network (Wifi and LAN/WAN) design
- Good listener, and adept at eliciting and understanding customer requirements
- Keen to learn and keep technical knowledge up to date
- Commercial real estate, smart buildings or flexible workspace industry experience desirable but not required

DESIRED TECHNICAL SKILLS

You should have some knowledge of most of the following:

- General software design principles, and familiarity with:
 - Front-end technologies
 - Back-end technologies
 - Databases
 - Microservices
 - APIs (particularly REST)
 - Software integration patterns
- Some knowledge of or experience with SQL, JavaScript/TypeScript, C#, Python or Java
- Knowledge of the AWS stack, particularly EC2, Dynamo, Lambdas
- Some networking knowledge such as:
 - Wifi (inc. 802.1x)

- Ethernet switching
- TCP/IP and common protocols
- IP routing (inc. Inter-AS and BGP)
- Firewalls

APTITUDE AND PERSONAL QUALITIES

- Interest in Real Estate, Proptech and SaaS.
- Detail oriented and analytical.
- An entrepreneurial spirit, including a relentless work ethic and high degree of self-motivation.
- Ability to excel in a fast-paced, scale-up, hands-on environment.
- Strong communicator and a team player.
- Commercial mindset with creative problem-solving skills.