



**JOB TITLE:** Senior Field Systems Analyst

**DEPARTMENT:** Sales & Support Operations

**JOB PURPOSE:**

The Field Systems Analyst (FSA's) primary responsibility is to provide the pre and post sales technical assistance necessary to achieve sales objective and maintain a high-level of customer satisfaction. FSA's work cooperatively with Netaphor sales team, technical departments and Netaphor qualified resellers.

**ESSENTIAL JOB FUNCTIONS:**

- Presents and provides the technical information necessary for end-users, strategic partners and resellers to implement Netaphor solutions
- Performs remote or onsite site assessments reports using SiteAudit
- Communicates with reseller and end users regarding SiteAudit site assessments
- Presents technical information regarding SiteAudit to all buying influencers, such as IT and financial managers, CIOs and resellers
- Effectively and proficiently describes functionality, provides details as to product features, demonstrates, installs and answers technical questions about SiteAudit
- Ensures successful evaluation (trials) and implementation of SiteAudit
- Executes end user and reseller technical presentations and seminars and training
- Responsible for entering sales account information into the customer database
- Handles presales technical questions as required
- Travel required

**JOB QUALIFICATIONS:**

**Education:**

Bachelor's degree of science preferred or equivalent work experience is acceptable in lieu of a formal degree

**Experience & Technical Skills:**

- 3+ years experience with Windows OS platforms
- Experience working with network and desktop printers a plus
- 5+ years experience with network troubleshooting and complex installations required
- 5+ years working knowledge of routers, hubs, and switches and knowledge of network industry and infrastructures required
- 1+ years experience in technical sales or equivalent required
- 2+ years prior industry experience with desktop management and asset management preferred
- Experience with delivering Webex presentations preferred
- Experience with MS Word, Excel, PowerPoint, Email, and Internet required
- Experience with MS SQL preferred