

## Job Title: Sales Engineer

### About RMS Omega

At RMS Omega Technologies, we're passionate about improving outcomes through strategic technology solutions. We are a leading systems integrator of advanced tracking and automated data collection solutions utilizing RFID, mobile data collection, barcode printing, scanning, and wireless RF networking. If these technologies excite you, we would love for you to join our team.

### Job Description

RMS Omega is looking for an experienced Sales Engineer to join our growing team. We're looking for someone with excellent communication skills, who is hardworking, motivated, enthusiastic, and a team player. The Sales Engineer will facilitate solutions sales of hardware, software, and services for mobile computing, wireless networks, RFID, RTLS and related scanning and printing technologies.

The ideal candidate will support our customers with strategic planning and evaluation of different technology solutions to solve their business challenges. Primary duties include frequent interaction with customers, business partners, and the sales team regarding new and existing solutions. The right candidate will be comfortable delivering technical presentations, explaining products or services to existing and prospective customers. You will also work with customers and engineers to assess equipment needs and to determine system requirements. Candidates must have excellent communication skills and broad technical knowledge. This position is primarily a virtual/work-from-home position but will require in-person customer visits, occasional travel, and overnight stays.

### Responsibilities

- Provide pre-sales support to the sales team and customers
- Pre-sales tasks include hardware, software and services recommendations for customer proposals, solution design, requirements assessment, solution presentations and demonstrations as needed
- Lead the coordination of technical sales activities related to specific solutions, customers, and prospects, including, sales calls, proposals, presentations, and demonstrations
- Work closely with account managers to address customer needs and challenges
- Work with the company Project Manager to document proposed solutions and services
- Coordinate post-sales implementation and support to customers collaborating with Professional Services and established business partners
- Create documentation, guides and/or help sheets for internal teams, as well as end users
- Coordinate projects and underlying tasks to see through to a satisfactory completion

- Perform hands-on device configuration and testing for customer rollouts, new configurations, device management profiles, etc.
- Develop relationships and act as a trusted advisor to our customers and partners
- Lead business and technical problem resolution, identifying appropriate internal and/or third-party resources, proactively develop contingency plans, and document final resolution to issue
- Develop an understanding of relevant competitive solutions, products, and services
- Attend technical and sales training classes to stay up to date on current products/offers and maintain certifications as required by our partners
- Prioritize and schedule calls, meetings, tasks and as well as other related responsibilities

### Knowledge & Expertise

- In-depth knowledge/experience in several of the following areas: mobile computing hardware, wired and wireless networking, printing, RFID/RTLS software applications and operating systems
- Experience with automated data capture and printing equipment, including bar code, RFID and RTLS technologies. Experience with specific mobile device solutions, including Zebra, Datalogic, Janam, Honeywell, SOTI and others.
- Experience with wireless networking, survey and design, configuration, implementation, and troubleshooting. Extreme Networks preferred
- Device management platform experience including, SOTI and Ivanti
- Working knowledge of diagnostic utilities and troubleshooting skills
- Excellent written and oral communication skills
- Excellent interpersonal skills, with a focus on listening, questioning skills, and building relationships

### Other Skills

- Excellent customer relations/service skills
- Analytical and problem-solving abilities
- Ability to work in a team-oriented, collaborative environment
- Ability to prioritize, multitask and execute tasks in a fast-moving, challenging environment
- Ability to and retain information quickly
- Ability to present assessments and solutions in an effective, user-friendly approach
- Highly self-motivated and directed
- High attention to detail

### Education and Experience

- 5 or more years' experience in pre-sales and/or post-sales roles, supporting technical solutions and implementations, or equivalent work experience
- Certifications and/or technical training from Zebra Technologies, Honeywell, Datalogic, Janam, Extreme Networks, SOTI, Ivanti or similar companies

- BA/BS university degree with a concentration in computer-related or industrial administration is preferred but not required

### **Benefits & Compensation**

- Competitive compensation and benefits package commensurate with experience, including:
  - Dental and Vision Insurance
  - Short- and Long-Term Disability
  - Life Insurance Contribution
  - 401(k) Match
- Health insurance coverage
- Flexible PTO including holidays and sick time

To apply, please submit your resume, cover letter, and salary requirements.

*All applicants must be authorized to work in the United States.*

*To inquire, please email [careers@rmsomega.com](mailto:careers@rmsomega.com).*