JOB DESCRIPTION

DEPARTMENT: **Products**

JOB TITLE: **Field Application Engineer (FAE)**

REPORTS TO: **Senior Engineering Manager**

SYNOPSIS: Field Applications Engineer (FAE) provides customer facing, telephone and email pre-sales and post-sales technical support, recommends products and solutions, and trains partners, VARs and end users on EtherWAN solutions including: L2/L3 Switches, Media Converters, Ethernet Extenders, and Wireless products.

RESPONSIBILITIES:

- Assist Regional Sales Managers (RSM) by conducting EtherWAN product introduction and communicating EtherWAN's value proposition to prospective customers.
- Establish training materials, agenda and conduct technical training for clients.
- Analyze specs provided by customers and RSMs and suggest products that conform to those specs.
- Assist customers in their network design and recommend appropriate EtherWAN products.
- Assist RSMs & distributors with cross referencing third party products to EtherWAN products.
- Maintain knowledge of industry trends and customer needs and communicate information to appropriate internal stakeholders.
- When necessary, conduct client environment simulation – recreate client networks to determine the feasibility of EtherWAN products in customer environment.
- Accompany RSMs to customers' sites for meetings and issues follow-ups
- Respond to customer phone calls and/or emails regarding issues related to EtherWAN equipments.
- Handle initial RMA inquiry and determine whether returns are necessary.
- Research, diagnose, troubleshoot, identify, and resolve customer's network issues related to EtherWAN equipments; if necessary, provide onsite tech support to key customers.
- Independently conduct client follow-ups and issues follow-ups.
- Attend trade shows and industry events as needed.
- Log all support cases into the company CRM.
- Perform other work-related duties as assigned

QUALIFICATION REQUIREMENTS:

- Bachelor's of science degree in Computer Science or Engineering
- 3 years of customer facing experience
- Knowledge and understanding of the OSI Network Reference Model, Layer 2 Switching, Spanning Tree Protocols (STP, RSTP, MSTP), TCP/IP, and Routing Protocols (RIP and OSPF) is required.
- Technical certifications in networking are a plus.

- Candidate must be well organized, self-motivated, and capable of seeing projects through to completion.
- High level of accountability and planning capabilities, communicates with transparency and integrity.
- Strong written and verbal communication skills are required.
- Must be able to demonstrate professional presentation skills on complex topics to both technical and non-technical audiences.
- Proficient with CRM, Microsoft Visio, & MS Office Suite (Word, Excel, PowerPoint).
- Experience in vertical markets such as transportation, security, energy or process automation is a plus.
- Able to travel 50%

ESSENTIAL JOB FUNCTIONS:

- Must be able to travel via airplane for up to 8 hours
- Must have a valid driver's license and be able to travel via automobile for up to six hours at a time
- Must be able to travel overnight
- Must be able to sit for 4 hours at a time
- Must be able to stand for extended periods of time
- Must be able to lift a minimum of 50 lbs
- Comply with company attendance and dress code policies and guidelines

_____   _____

Senior Engineering Manager   Date