



HIGHWINDS®

Position: Sales Engineer
Location: Winter Park, FL

About Us:

Highwinds is an established leader in multi-platform IP services, content replication and delivery software and services. Since 2002, we have provided for the advancement of a wide range of technologies - including messaging bus architecture, network management, distributed file systems and advanced routing methods.

If you are motivated to deliver high quality and innovative services, Highwinds can offer you a great career opportunity. We offer benefits including 401k, medical, dental, vision, paid time off, and a competitive salary plus commission to qualified team members.

Job Summary:

As a member of the sales team, the Sales Engineer will have regional responsibility for providing the pre-sales technical and systems support for the Sales Channels. This role involves working closely with internal engineering, project management, product development, and various operational groups to develop customer solutions.

Personal Skills:

Qualified applicants must be able to demonstrate the following:

- A strong sense of responsibility and initiative
- A strong desire to learn and improve
- Ability to prioritize and organize tasks carefully and accurately
- Ability to work in a team oriented environment
- Undeniable contributions to growing successful business environments
- Ability to communicate with all levels of management and company personnel
- Ability to handle multiple projects and tasks with equal attention to detail
- Ability to make decisions and solve problems while working under pressure
- Excellent interpersonal, oral and written communication skills
- Technical experience in Hosting, Colocation, Network Infrastructure, Telecommunications, Web Technology, IP Networking, and Content Distribution
- Must be highly self-motivated, professional, and be comfortable speaking and working directly with customers.

Responsibilities:

- Ability to understand and support our customers' business and technical needs while clearly matching them to Highwinds' product offerings.
- Support the Sales Organization and Reseller Group in the growth and development of customer relationships.

Qualifications:

- Experience in Windows Media and Flash Media
 - Experience with rich media formats such as WMV, FLV, MOV, MP4, etc. required
 - Experience with rich media playlist formats such as ASX, SMIL, and XSPF is a plus
 - Experience with Windows Media Encoder / Flash Media Encoder is a plus
 - Experience with hardware-based encoding is a plus

- Experience with current technologies in content delivery
 - Understanding of problem space and ability to identify solution fit for multiple verticals including gaming, ad delivery, live streaming and user generated content
 - Knowledge and understanding of one or more of the following Sliverlight, Octoshape, Mobile streaming, P2P delivery, live event production, secure delivery or DNS
- Strong hands-on troubleshooting skills
 - Experience with diagnosing problems at the HTTP, IP, and TCP levels (including secondary protocols such as DNS and FTP) using diagnostic tools is required
 - Experience with identifying client-side player problems vs. server software problems vs. network problems is required
- Content Management Solution knowledge
 - Understanding of rich media asset management processes is a requirement
 - Experience with existing CMS solutions is a plus
- Development tool experience is a plus
 - Action Script 3.0 and Flash Player development experience highly preferred.
 - Experience with C#, PHP, JavaScript, Java, Perl, Flex, etc. is a plus.
 - Experience with development environments such as Microsoft VisualStudio is a plus
- Must be well-versed in the online media markets as well as streaming media technologies.
- 3-5 years experience in sales engineering or technical sales roles.
- Must have experience in building technical presentations, white papers, and short technical write-ups.
- Relative experience should be working directly with online technology products.

Working Conditions:

- Basic office environment
- Must be willing to travel

This job description is not intended to be all inclusive. Applicants must be legally permitted to work in the U.S. in order to have their application considered.

Highwinds is an Equal Opportunity Employer.

If you are interested in this position with Highwinds, please submit your cover letter and résumé to careers@highwinds.com. In the subject line of your email, please include the title of the position.

If your experience and qualifications match our current needs, you will be contacted by a member of our human resources team. We look forward to hearing from you!