



Customer Services Engineer

Infonic Inc. is a software company that creates unique Document Management software, SharePoint replication software, Offline Collaboration software and Sentiment Analysis software for a wide range of blue chip clients including the US Navy, DHL and Reuters.

We are presently looking for a **Customer Services Engineer** for the Geo-Replicator division. This position will be entirely teleworker based with the right candidate working from home when not visiting a client site.

The **Customer Services Engineer** provides technical expertise to the US Sales Team and requires the ability to work co-operatively with customers and partners to develop successful solutions utilizing the Infonic suite of applications. This individual applies detailed knowledge of Infonic technology along with a firm understanding of Microsoft Office SharePoint Server and Windows SharePoint Services to help customers develop the solutions they need.

DUTIES AND RESPONSIBILITIES:

1. Delivering customized technical presentations and demonstrations of Infonic solutions.
2. Supporting the Sales Team by fielding technical questions at all stages of engagement and assisting with financial justification of the solution to the customer.
3. Working closely with customers to plan and perform onsite "proof of concept/benchmark" tests of Infonic software.
4. Working with customers to implement Infonic and related solutions following purchase.
5. Troubleshooting, on-site if required, to ensure the successful operation of Infonic products.
6. Architecting and documenting of customer solutions and implementation plans.
7. Building and maintaining strong customer relationships as technical account manager during pre-sales activities, implementation, and transition to post-sales support.
8. Working closely with HQ CS, Product Management and Engineering teams to support the planning of future product releases.

Infonic Inc is an Equal Opportunity Employer providing a competitive benefits package including health and dental care, vacation and sick leave as well 401(k) matching.

For consideration, please e-mail your resume to hr@infonic.com .