

## Demo System Engineer

Are you an experienced Sales Engineer with a passion for demonstrating product value to prospective clients? Do you want to be part of an exciting, innovative, and fast paced growing software company? The Calabrio Innovation Center is looking for a highly motivated individual who will drive our demo system to the next level and assist our sales team as they deliver dynamic system demonstrations to our clients.

### POSITION SUMMARY

The Demo System Engineer is responsible for managing Calabrio's sales environment and creating exciting demos of contact center transformation. In support of our Sales Engineers, this key contributor will work with Product Management, Sales, Marketing, Professional Services, and Engineering to drive the requirements and implementation of demonstration systems. These critical systems materially impact the company's direct and indirect sales efforts, as well as improve the customer education experience.

### CORE EXPECTATIONS

- Own the company's demonstration environments. This includes installing software, applying upgrades, data ETL, and managing the entire demo lifecycle.
- Create demo scenarios to showcase product features and key competitive advantages.
- Create and maintain data sets and scenarios that illustrate the power of the Calabrio One suite to drive contact center performance
- Develop demo scripts with step-by-step instructions and train sales on how to deliver compelling demonstrations.
- Work with engineering and professional services to set up environments to help win specific sales opportunities.
- Be an expert with respect to the competition.

### REQUIREMENTS

- The successful candidate is a self-starter with experience managing end-to-end operational environments.
- You must possess outstanding technical and problem solving skills, strong written and verbal communication skills, a commitment to excellence and detail, and a desire to drive toward standard, repeatable processes.
- An ability to identify compelling demonstration scenarios will distinguish exceptional candidates.

## EDUCATION/EXPERIENCE

- 5+ years' experience in enterprise software, specifically in Professional Services and Operational Support (SaaS a plus).
- Experience as a sales engineer a plus.
- Structured Query Language (SQL) experience with an emphasis on understanding data models and the ability to write code to alter database contents

## WORKING RELATIONSHIPS

- Report to a Director or high level personnel
- Ability to work closely with peer software engineers, group leaders and other employees and departments in the company
- Provides leadership within company on issues and opportunities

## BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To apply to this career opportunity, follow this link:  
<https://home.eease.adp.com/recruit/?id=15264541>

## ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named "Leader" by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at [www.calabrio.com](http://www.calabrio.com). Follow [@calabrio](https://twitter.com/calabrio) on Twitter.

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