



## JOB DESCRIPTION

Job Title: Systems Engineer	Department: Technical Operations
Reports To: Principal	Revision Date: May 6, 2025

### Position Overview

As a member of the Technical Operations team, the Systems Engineer will provide technical expertise and pre- and post-sales support to our internal sales teams and customers. The Systems Engineer will recommend technology solutions based on application requirements and provide product technical training to MBSI WAV stakeholders.

### Essential Job Functions

- Provide technical expertise and support to the Company's sales team by:
  - Participating in sales calls, customer and vendor meetings
  - Providing design specifications and information to customers to help them understand the Company's product offerings and solutions
  - Using industry expertise to provide confidence and assurance to sales team and customers, providing requirements and recommendations to accomplish the customers' goals
  - Preparing Bill of Materials (BOMs) recommendations/requirements for customers and business partners
- Develop and maintain good personal relationships with existing and prospective customers
- Stay up-to-date and maintain a good knowledge base on all product lines providing solutions with respect to the lines offered
- Assist and provide technical insight, advice and/or recommendations in developing and implementing network strategies that will help facilitate sales growth across all product lines
- Participate in Company events, including partner events, roadshows, tradeshows, etc.
- Work closely with vendors and sales team to increase awareness of promotions
- Initiate and maintain long-term vendor relationships for future marketing business purposes
- Provide product technical training to strategic internal and external partners
- Perform other duties as assigned

### Non-essential Job Functions

- Balance, execute and prioritize both routine and analytical tasks
- Exhibit positive, professional, engaging social skills
- Maintain a well-organized and professional work environment
- Other duties as assigned



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### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### Education/Experience

5+ years of related technical experience, as well as customer service and sales experience in the appropriate market verticals.

#### Language and Written Ability

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

#### Math Ability

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages. Ability to apply concepts of basic algebra. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical.

#### Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions.

#### Computer Skills

Strong knowledge of MS Office products and experience using a CRM system. NetSuite experience preferred.

#### Certificates/Licenses Required

N/A

***NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.***

### **Supervisory Responsibilities**

This job will not have supervisory responsibilities.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work environment consists of an indoor, climate controlled atmosphere. Noise level in the office is quiet to moderate. Noise level in the warehouse is moderate and occasionally loud.



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### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position frequently requires the employee to stand, sit and walk. The employee is frequently required to use hands to finger, handle, or feel, reach with hands and arms, and talk/hear. Physically able to lift 50 pounds and move inventory as required.

### **Travel**

This position has limited but occasional travel requirements.

Manager Signature:		Date:	
Manager Name:			
Employee Signature:		Date:	
Employee Name:			