



Infodesign Bulgaria Ltd. is a value-added distributor focused on providing unique IT security products and technologies. We are operating since 1992 and currently have 2 regional offices - in Sofia, Bulgaria and Bucharest, Romania. Our mission is to deliver unsurpassed solutions and products to support a complete secured information environment by working side by side with our business partners to supply best of breed products and solutions to the Bulgarian & Romanian IT markets.

As an addition to our team we are seeking to hire a **Technical Engineer**.

The Technical Engineer is responsible for providing advanced technical support for IT security products and services by working with Sales Specialists to design, propose, and close both existing and new opportunities. Additionally, the Technical Engineer will provide support and leadership in network design and architecture as well as provide product updates and advice to the existing customer base. The Technical Engineer will also present recommendations to clients regarding networking configuration and will be responsible for the development of the project scope and the development of the proposals.

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.

Essential Functions of the Job:

- Providing advanced technical support for IT security/network opportunities/customers.
- Participating in client meetings / calls with Sales Specialists and Account Executives.
- Relevant experience within the IT industry: network administration (Windows server platforms and/or Linux), virtualization, VoIP, etc.
- Translating complex business requirements into solutions.
- Assist Sales Specialists and Account Executives with presenting solutions to clients.
- Providing advanced technical support for internal teams for networking solutions.
- Providing advice regarding architectural questions, product prerequisites, product features, etc.
- Assisting Sales Specialists and Account Executives with proposals.
- Establishing and maintaining strong relationships with key partners.
- Attending key partner events and training sessions.
- Continued training to maintain expertise.
- Excellent customer service and verbal communication skills.
- Excellent written skills and the ability to do some administrative work related to documentation and ticket tracking of opportunities/meeting follow up.
- Ability to understand the client's business objectives and technical needs.
- Ability to meet Service Level Agreements (SLAs) to sales and clients
- Regularly exercises discretion and independent judgment.
- Maintain professional relationships with colleagues, partners and clients.
- Additional duties as assigned.

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