



## **Who we are**

At 3CLogic, we are big believers that our people are the most important asset we have and that winning is a team sport.

3CLogic is a fast growing, ventured-backed, SaaS “startup” and global provider of voice and SaaS solutions to enterprise and Global 2000 organizations worldwide. With strategic partnerships, including with ServiceNow and SAP, the company is among the leaders digitally transforming customer and employee experiences, voice-enabled self-service, remote work, and the application of AI to drive better customer outcomes.

We realize you've very likely read tons of job descriptions that look a whole lot like this one. But what we can't put in words is why we would love to hear from you. You've heard the term "living in the gray area," right? Well, a great fit for 3CLogic is someone who wants to live in technicolor. There's never a gray moment here! We are all entrepreneurs at heart, who believe that when you bring your full self to work, the possibilities are infinite.

We are growing quickly and are looking for energetic candidates seeking to join a fast-paced company and market! Is that you? If so, please send a copy of your resume and cover letter.

## **Job Description: Solutions Engineer, Pre-Sales**

**Location:** Washington DC - Baltimore Metro Area, Flexible (USA)

### **Description:**

3CLogic is expanding our sales organization to meet the demands of a rapidly growing industry and is seeking experienced sales engineers to join our team. In this critical role, you will be responsible for assisting regional account executives in the acquisition and retention of customers by utilizing world-class technical pre-sales solution consulting techniques to communicate the power, value, and ease of use of the 3CLogic platform. This will be a hands-on technical role requiring an individual capable of going wide and deep on solution delivery and solution positioning throughout the sales cycle.

### **Job Responsibilities:**

- Partner with the Account Managers to participate in customer discovery to understand the customer's current state, what business problems they want to solve, and map back to the 3CLogic solution to get them where they want to be.
- Create and contribute to sales campaigns focused on transforming Customer Service Operations, Employee Services, and/or IT Helpdesks with advanced contact center capabilities.
- Contribute and maintain a showcase of 3CLogic solutions integrated with leading CRMs and Customer Service Management platforms (ServiceNow, Microsoft Dynamics, Salesforce, SAP Service Cloud).
- Create and own programs that enable and support Account Executives in demonstrating the value of the 3CLogic Cloud Contact Center offering.
- Support technical RFP responses for prospective customers evaluating Contact Center platforms.
- Assist the sales personnel in the qualification of customer needs and performing pre-demo needs analysis.
- Provide mentoring and training to peers and other colleagues in the organization.
- Demonstrations of the product, both standard and tailored to prospects and existing customers, both onsite and via Zoom.

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- Generation of product demo scripts and scenarios and maintaining demonstration environment(s).
- Guide and support prospective customers in scoping their implementation of the 3CLogic platform.
- Scoping and delivering Proof of Concept/Proof of Value engagements with prospects.
- Responding to Request for Information/Proposal documents.
- Staying current on product developments/releases to a level required for demo and PoV/PoC.
- Supporting Marketing events – user conferences, trade shows, webinars etc.
- Staying current on competitive analyses and understanding differentiators between the company and its competitors.
- Understand, track, and document product feedback and competitive intelligence from customers and advocating for the development internally by documenting and sharing with product management.
- Responsible for understanding business and technical problems addressed by the products including key regulations, business drivers, evolving business needs, security etc.
- Act as the 3CLogic subject matter expert at Executive briefings / marketing events.

#### **Required Qualifications:**

- Bachelor's in Computer Science, Software Engineering, Information Technology, or equivalent work experience
- 2+ years of relevant sales, technical, or customer facing experience, ideally within a SaaS environment.
- Experience presenting customized technical demonstrations and use cases.
- Strong presentation skills, with the ability to establish trust across a range of technical and non-technical audiences.
- Familiarity and comfort with presenting and discussing technical and data architecture.
- Ability to quickly learn, understand, and communicate complex technical concepts.
- Shows creativity and interest when solving a customer's problem from a variety of business verticals.
- Ability to travel up to 25% as needed.

#### **Preferred Qualifications:**

- ServiceNow Certifications (System Admin, Implementation Specialist, App Developer) a strong plus
- Hands-on knowledge of CRM (Salesforce, ServiceNow, Microsoft Dynamics, SAP) and/or call center solutions a strong plus.
- 4+ years of experience selling or configuring SaaS or complex technical solutions to enterprise customers.

#### **Benefits:**

- Competitive Salary
- Remote work environment (with periodic company “reunions”)
- Medical, dental & vision insurance coverage
- Generous PTO Plan
- A collaborative and innovative work culture that values your input
- Opportunity to make a significant impact in a growing tech company

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