



Job Title: **Pre/Post Sales Support Engineer (PSE)**
Location: Toronto, Ontario

We are looking for a new team member to join the UniPrint team which is comprised of a group of highly technical and energetic individuals.

If you are searching for a corporate culture that promotes innovation and who is constantly exploring ways to incorporate new technologies in software, let's meet!

UniPrint.net is seeking a **Pre/Post Sales Support Engineer (PSE)** who supports sales productivity and deal flow by securing the "technical close". The PSE collaborates with sales and technical support resources to ensure proposed deals include technical solutions that accurately address customer needs, and are appropriately supported by key customer technical decision-makers.

Pre/Post Sales duties include:

- Proactively scopes the technical solution required to address customer requirements, assesses customers met and unmet needs, and recommends solutions that optimize value for both the customer and UniPrint.net.
- Coordinates closely with internal sales and service resources to align solution design with customers' business requirements.
- Monitors customer support for technical solutions proposed throughout the sales process, and alerts the sales teams to potential risks of deal closure.
- Involve in architectural design with customer's system architects.
- Conduct hands-on customer training and customer demonstrations, webinars, trade shows.

Support duties include:

- Provide telephone, email, and online chat support to clients
- Conduct diagnostic procedures; investigates and resolves software problems for clients.
- Work closely with the development team as needed to reproduce and resolve customer issues.
- Responsible for resolving tickets within targeted timeframe as set out by Service Level Agreement.

Required Skills and Experience:

- Degree or Diploma in Computer Science or related field.
- 5+ years related experience working with network architects, active directory, group policies.
- MCSE/MCSA certification is required.
- CCA/CCA-V/CCP-V certification or equivalent working experience is required.
- High level of proficiency with software packages deployment.
- Strong customer service and troubleshooting skills.
- Excellent verbal and written communication skills, including ability to produce clear and detailed technical documentation.
- Ability to present to groups of people.
- Flexible and ready to travel at an average rate of 30% to 50%.

Qualified applicants should submit their resume to careers@uniprint.net

Please reference job title Pre/Post Sales Support Engineer in the subject title.

While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.