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| Employee Name | | Phone# | |
| Job Title: | Manager, Inside Sales Support | Email: | |
| Department/Group: | Sales Department | Travel Required: | As required |
| Level/Salary Range: | | Employee # | |
| Direct Report | | | |

Job Description

Job Purpose:

To support MissionMobility's go-to-market strategy in supporting an in-direct distribution model with responsibility's in: providing technical support questions of our products to our distribution channels, support Sales and Marketing in product information, demonstration and training, and assist our partners in determining the right product and services to support their market need.

Primary Duties:

- Help customers/distribution partners answer technical questions and understanding of deployable tactical networks.
- Provide technical support to customers/distribution partners about the features and capabilities of deployable Tactical Networks.
- Support the Marketing and Sales Team in demo support and competitive information/analysis of like products
- Ensure all price books in Salesforce (CRM) are updated and relevant for: Finished Goods, Spare Parts and Professional Services
- Register, manage and track all Channel Partner opportunities within Salesforce (CRM) in managing these opportunities with the appropriate Account Manager until closed
- Manage and accountable for all demo equipment
- First line support in day-to-day requirements to the Channel Partner in: technical product Information, product sales training, pricing, and day-to-day processes
- Resolves customer/distribution partner complaints by investigating problems; developing solutions; preparing reports; making recommendations to management
- Provide input and technical support to the Marketing Team for all product brochures, presentations, and any other marketing materials
- Support the Marketing and Sales Team in all Shows and Events as required
- Provide direct support to our Channel Partner in technical responses of a Request of Quote (RFQ)



Requirements:

- Basic understanding of the technical fundamentals of Everything over Internet Protocol (EoIP)
- Basic understanding and usage of networking equipment such as: Routers, Switch's, and firewall appliances
- Basic understanding of terrestrial and celestial IP transport devices
- Basic understanding of DoD encryption devices
- Basic understanding of IP Acceleration devices
- The ability to be a good listener, and to really understand a customer/partner requirement or question and help them solve it
- Excellent writing skills; most of your work will be written (email, documentation, etc.)
- Excellent telephone mannerisms; some support will be provided over the phone
- 1-2 years previous experience in a sales and technical support role
- Security Clearance capable

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| Supervisor Signature: | | Date: | |
| Employee Signature: | | Date: | |