Career Opportunity

Pre-Sales Engineer

This role will be primarily responsible for all technical pre-sales aspects of Rever's Data Cartography & Automated GDPR solution, project scoping, support for technical queries during the sales cycle, partner training support, and Proof-of-Concept support.

It requires good knowledge in information governance concepts and of relational and legacy database technologies. At the same time, it has to be responsible for building strong relationships for both existing and potential customers.

This role will be based at Rever's offices in Brussels or Strasbourg.

KEY RESPONSIBILITIES

(1) *Support sales activities by analysing customer requirements and providing technical consulting*

- Consult and provide technical solutions by identifying customer pain points and scope of offering and follow up on technical inquiries raised by partners/customers
- Provide technical account management for partnerships (existing and new), balancing the company's interests with partners' business needs. Drive relationship building at multiple levels between partner and company.
- Manage demo environment and provide solution demonstrations as per the user scenarios in an effective way.
- Support partner education and training initiatives.

(2) *Provide technical support in a timely manner*

- Solution Delivery including installation, server configuration, back-end server integration, and training either on partner site or remotely.
- Trouble shooting based on extensive knowledge on the company's solutions and liaising with HQ technical teams for the speedy resolution of calls.
- Register and track technical issues on the issue tracking system.
- Provide product enhancement requirement to Product management team at HQ

EXPERIENCE

- Customer facing experience at least 2 years or equivalent, with extensive on-site experience.
- Experience in Web Application operation
- Experience in Database design and governance
- Experience in the technical environments (servers, security, …) of large accounts.
- Master or Bachelor degree in IT or equivalent proven experience

SKILLS & ATTRIBUTES

- Good knowledge and a keen interest in Information Governance, Data audit and control concepts
- Excellent written and oral communication skills in English, French and German (For Strasbourg based roles) and English, Dutch and French for Brussels based roles
- Innovative and creative thinking, and strong initiative
- Presentation skills to small and large audiences.
- Experience with various technical environments
- Programming experience in Java is an asset

HOW TO APPLY?

Send your application letter and curriculum vitae to
jobs@rever.eu