



iControl Networks (www.icontrol.com)

About iControl:

iControl Networks is a venture-backed software and services company providing interactive solutions defining the broadband home management market. The iControl OpenHome™ Software Platform, an award-winning solution that has made the Connected Home a reality, enables home security companies, broadband service providers and utilities to offer the next generation of home management, security and connectivity to their customers. Investors in iControl include ADT, Charles River Ventures, Cisco, Comcast Interactive Capital, GE Security, Intel Capital and the Kleiner Perkins Caufield and Byers iFund. For more information, please visit www.icontrol.com.

Title: Sales Engineer

Department: Sales

Reports to: VP of Sales

Classification: Salary, Exempt

Essential Duties and Responsibilities:

- Help drive customers to implement the iControl solution quickly and effectively. Act as a liaison between company and customers, responsible for the technical support of new and ongoing business.
- Solve partner's technical issues
- Assist in validating bugs/partner concerns.
- Conduct technical presentations/training seminars with partners. Assist Sales Executives in closing new business

Job Knowledge, Skills and Abilities:

- 2+ years experience working in a consulting or field engineer role
- Excellent communication and presentation skills, with strong written and verbal skills.
- Ability to demonstrate product, run lab and field trials, and perform system troubleshooting and resolution at customer sites.
- Ability to teach relevant technology to customers.
- Good interpersonal/customer-relations skills and the ability to guide customer/user ideas into realistic solutions.
- Ability to interpret customers' requirements through active listening skills and the use of astute questioning to understand, anticipate and respond to their needs beyond expectations.
- Ability to travel as required to customer sites. 50% travel estimated
- Strong problem-solving and analytical skills.
- Ability to troubleshoot system problems from a customer perspective.
- 2+ years support experience for network infrastructure products and expertise with advanced TCP/IP networking concepts
- Experience with RF technologies: ZigBee, Z-Wave, IP networking and routing protocols with packet tracing/sniffing a plus

- Scripting experience with Perl, Python etc. a plus.
- Ability to work independently and meet time constraints.
- Must be highly organized and attentive to detail.
- Adaptable to changing schedules and projects.
- Self-Starter - ability to quickly learn new tools and products.
- Excellent time management skills to multi-task across multiple simultaneous projects

Education and Experience:

- Bachelor/Masters of Computer Science, Electrical Engineering or related technical discipline

Supervisory Responsibilities:

- N/A

Physical Demands:

- Required to lift small boxes (less than 35 pounds)

Work Environment:

- Required to perform other duties as requested, directed or assigned.
- Required background investigation (www.hireright.com)
- Office in Austin, Texas