



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: Senior Sales Engineer

Department: Sales

Reports to: Principal Sales Engineer

Classification: Salary, Exempt Compensation will be market rate for an A+ player with commission plan aligned with VP of Sales quota and subscriber growth plans and options in one of the United States hottest start-up companies

Essential Duties and Responsibilities:

- 10+ years industry experience in presales engineering in software industry
- Demonstrated success with Cable, Telco, and/or ISP service providers. Experience with Home Security and Automation products/industry a plus.
- Experience working within a sales organization responsible for the technical aspects of the sales cycle. Examples of how you won over the technical buyers in multiple parallel sales engagements.
- Proven ability to work closely with Sales Executives to master complex sales cycles.
- Demonstrated success developing and executing lab and field trial plans with service providers.
- 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 security solutions.
- Excellent communication and presentation skills, with strong written and verbal skills. Experiencing winning RFPs.
- 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.
- Proven experience working with Product Management and Marketing teams to ensure customer and prospect requirements are properly funneled into the appropriate teams.
- Ability to travel as required to customer sites.

Job Knowledge, Skills and Abilities:

- The Senior Sales Engineer will report to Principal Sales Engineer and will help attain the company's sales goals as a critical member of the revenue generation team. The Sales Engineer will demonstrate iControl products and services to all levels within customer

organizations and will be responsible for successfully executing customer lab and field trials of iControl solution. The Sales Engineer will provide technical support on pre-sales calls, assess the customer technical environment to suggest solutions and provide feedback to development for product enhancements. S/he will also participate in the initial planning and deployment of iControl's products and provide on-site customer support as needed during pre and post sales opportunities.

- In-depth knowledge of broadband and network routing protocols as well as Internet troubleshooting techniques.
- Familiarity with home products and services – gaming consoles, network connected media devices and televisions, network attached printers, home backup, home security, home automation, home healthcare
- Experience with service provider operations including OSS/BSS, service provisioning, service assurance/customer care, field services, monitoring, reporting, and network architecture (core, last mile, in-home, etc.)
- Strong troubleshooting skills. Demonstrable experience in troubleshooting issues in complex distributed systems using common tools.
- Technical background in and knowledge of HTML, XML, CSS, Javascript, and Java.
- Working knowledge of Linux and WebLogic.

Education and Experience:

Bachelor's Degree or equivalent experience

Supervisory Responsibilities:

- N/A

Language

English mandatory, other regional languages a plus (French, German, etc).

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