



ExtraHop Networks: Sales/Professional Services Engineer

Do you want to solve problems instead of sitting through meetings? Do you work better as part of a small, focused team? Do you want to feel a sense of ownership in what you do and make a real impact? So do we. We are looking for individuals who love technology, appreciate elegant solutions to hard problems, and want to learn new things.

Sense of humor required...Seriously.

ExtraHop Networks is more than just the products we engineer and sell. We've built our company from the ground up with the idea of creating great jobs for great people. As a fast-paced startup, each day offers new opportunities to innovate in all areas of the company. We value quality and integrity in everything we do, from interacting with customers to developing the best technology in the industry.

Don't just take our word for it. We're a favorite! The Puget Sound public has chosen us as one of the "Best Companies to Work For" in the Favorite Startups category in the fourth annual NWjobs People's Picks contest:

<http://marketplace.nwsourc.com/job/peoplespicks/2009/winners/index.cfm?lid=709015>

If you are a Sales/Professional Services Engineer who shares our philosophy, we would like to hear from you! This position is ideal for someone who has thrived as the technical focal point conducting both technical professional services as well as presentations in highly charged meetings with prospects and customers.

The Opportunity

ExtraHop Networks was founded in early 2007 by engineering veterans from F5 Networks and architects of the BIG-IP v9 product. The company's award-winning ExtraHop Application Delivery Assurance system is the industry's first completely passive network appliance that provides application-level visibility with zero agents, configuration, or overhead. As a key member of the Systems Engineering team, you will have a significant impact on the success of each installation as well as technical presentations in which you participate.

This position offers an exciting opportunity to help shape a disruptive new technology that is taking enterprise IT by storm. At ExtraHop Networks, we are focused on building a great company that delivers superior technology and solutions for our customers. We are competitive and professional and enjoy both working and playing hard. Our hiring process is rigorous and selective in nature, designed to provide a great opportunity for career advancement as well as to create a tightly knit team built on mutual respect and trust. We promise an environment where you will have an opportunity to shape your career while playing an instrumental role in building the next great systems company.

Responsibilities

In this position, you will present technical whiteboard demonstrations to C-level business and technology owners and create solutions to fulfill their requirements. You also will work with our Sales and Product Development teams to develop enterprise solutions. Additionally, you will have the following responsibilities:

- Assess prospective customer needs and uncover requirements for our solutions
- Articulate the technical value proposition and key differentiating capabilities to prospective new customers and solutions partners
- Effectively manage the technical aspects of both local and remote customer evaluations through a combination of in-person meetings, conference calls, remote screen share, and so forth
- Independently coordinate and manage all aspects of technical product evaluations, from installing the appliance to helping prospective customers interpret data in the context of their environment
- Lead solution architecture design discussions and recommend appropriate combinations of technologies for production deployment
- Demonstrate products to technical and non-technical audiences at executive and/or technical levels at pre- and post-sales meetings
- Closely collaborate with multiple geographically-distributed sales representatives to ensure that technology evaluations are aligned with sales objectives, such as proving business value and ROI
- Remove technology-related buying objections from the sales cycle
- Provide post-sales follow-up, technical training, and consulting
- Help with post-implementation support for key customers
- Ensure total customer satisfaction with the customer's implementation experience
- Identify market and product requirements based on field experience and customer input
- Help with technical content for sales and marketing collateral, proposals, and RFIs

Qualifications

- Bachelor's degree in computer science, information systems, or related area or demonstration of equivalent knowledge
- Minimum of 5 years of relevant experience in supporting networking and/or network-security technologies
- Experience in device-configuration management solutions and processes
- Broad understanding of enterprise information technologies: must be able to interpret performance metrics quickly within diverse customer environments and relate them to troubleshooting and capacity planning
- Excellent organizational, interpersonal, and leadership skills
- Outstanding communication (verbal and written) and presentation skills with the ability to address both executive and technical audiences
- Ability to learn new technologies very quickly and have an ongoing desire to stay current with the software market and the latest technologies
- Ability to focus on results while working independently when given a broad direction and desired results

- Ability to adapt to changing goals based on customer demands and market conditions while working with development and sales teams
- Strong problem solving skills: must be capable of accurately assessing needs, maintaining a calm business demeanor, and taking quick action to resolve issues
- Understanding of enterprise security requirements and experience in an enterprise customer-facing role
- Must have transportation for on-site client visits within the Seattle area

Required Technical Skills

- Solid understanding of enterprise-networking technologies: switches, routers, firewalls, load balancers, WAN optimization technologies, and so forth
- Solid understanding of enterprise-architecture concepts: 3-tier architecture, high-availability/disaster recovery (active-active data centers, redundant switch stacks, and so forth)
- Solid understanding of the OSI model and excellent working knowledge of the key protocols from Layer 2 through Layer 7 including ARP, IP, TCP, UDP, and HTTP
- Protocol-level understanding of how various software components involved in enterprise service delivery interact: web servers, application servers, databases, web services, mainframes, network attached storage, and so forth
- Hands-on experience with passive network monitoring: mirror port configuration (especially Cisco SPAN, RSPAN, and VACL configuration), network TAP installation, span aggregators, and so forth
- Familiarity with trends in enterprise services, such as virtualization, cloud computing, and VOIP
- Familiarity with the network and application monitoring space a plus
- Experience analyzing packet captures a plus

Physical Demands and Work Environment

Duties are performed in an office environment while sitting at a desk or computer table. Duties require the ability to utilize a computer keyboard, communicate over the telephone, and read printed material.

ExtraHop Networks is an Equal Opportunity Employer.