

# DATOTEL



## **SOLUTIONS ENGINEER**

**Datotel, LLC is a progressive St. Louis-based information technology company seeking a Solutions Engineer.**

### **A successful Solutions Engineer will:**

- Provide presales support to sales people for Managed Services including Tape based backups, Data mirroring, Data replication, Storage, Managed Hosting and Monitoring and deliver technical presentations of Datotel service offerings to new and existing Customers.
- Gather technical information on the customers IT environment, including but not limited to Data Center Operations, Systems, Networking Infrastructure, Backup processes, applications, user access and business unit interdependencies.
- Engage customers to extract critical technical and business drivers that may position Datotel Deliverables.
- Engineer detailed solutions for Managed Service including, Data mirroring, Data replication, Managed Hosting, monitoring and professional services for customers and prospects.
- Maintain familiarity and adherence to all Datotel methods and procedures.
- Consistently manage all Support Requests to a timely and successful completion.
- Posses the ability to provide second level support including assisting with creating customized or out of the box solutions.

### **Requirements:**

- 2 - 4 years of technical services support or pre-sales support experience.
- 2 - 5 years of managed hosting services or networking experience.
- Excellent PC Skills and common business applications. ( MS Word, Excel, PowerPoint, Access, Visio)
- Knowledge of Information Technology to include Data center infrastructures, data backup and recovery concepts and technologies.
- Exceptional ability to listen, assess and document information from client.
- Excellent verbal and written communication skills.
- Excellent presentation skills.
- Able to handle a fast paced environment and continuously re-prioritize while maintaining a constant focus on the quality of work product.

### **Additional Skills:**

In addition to the above required skills, all successful candidates must possess working knowledge in at least two of the areas described below:

- Working knowledge of data replication and data mirroring technologies and processes.
- Working knowledge of Managed Hosting Services, technologies and concepts.
- Working knowledge of networking and telecommunication technologies and concepts.
- Working knowledge of system components and usage.
- Working understanding of Consulting and Technical Services.

### **Education**

Requires a bachelor's degree or equivalent combination of education and experience. Must possess a valid driver's license.

Please send a copy of your resume in Microsoft Word to: [mbyers@datotel.com](mailto:mbyers@datotel.com).