

SYSTEM ENGINEER

THE OPPORTUNITY

The Systems Engineer is a technical role that is part of the sales team, which supports sales and promotes partner and customer satisfaction. Primarily providing pre-sales technical support for the implementation of products / applications / solutions. This includes presentations, product demonstrations, assessment of potential application of F5 solutions, and the development of account plans. To be effective, an SE needs to have excellent technical skills and knowledge on both F5 products and the “eco-system” that we work in. Fear not, we do provide training and certification to keep abreast with these critical skills!

Key Skills

- Provide the business knowledge and technical skills to implement technical strategies, evaluate products and provide a superior level of technical support that benefits the company
- Deliver product demonstrations and presentations to show the functional and technical capabilities of the relevant product to meet the customer's needs
- Must be able to build a BOM (Bill of Material)
- Provide technical support on the product and understand technical value proposition
- Design own POC document if the product assigned to you does not have one
- Assist with project plans and network diagrams
- Provide post-sales technical support to resellers and end users
- Articulate the F5 product strategy, messaging, and positioning F5's value proposition and solutions for partner and customer business objectives.
- Provide technical expertise through sales presentations, solution designs, solution demonstrations, proof of concepts by various mediums - in-person/virtual presentations, white boards etc.
- Drive the sales process in partnership with the Product Management team, by identifying the Technical Decision Maker, getting their technical validation, support, and sponsorship.
- Provides complex design and systems engineering configurations
- Maintains a high level of technical knowledge of F5 and the relevant industry
- Utilize the F5 Sales Strategy and Solution Messaging to identify solutions for customer business objectives
- Participate in the development and support of presentations for customers and partners
- Clearly articulate technical elements of the F5 value proposition to customers and partners
- Maintain knowledge of competitive landscape and share knowledge Partners
- Contribute to the creation of case studies, white papers, and media articles for customers and/or partners
- Foster a collaborative, team-based environment, sharing best practices and building lasting relationships
- Partner with sales team to maintain detailed account profiles including organizational charts, customer products, strategy, and technology needs
- Understand and effectively utilize F5 organizational resources
- Consistently provide world-class customer service during pre-sales, implementation, and post-sales activities
- Deliver customized product presentations using an advanced solution-based sales approach
- Proactively provide consultative support
- Create customer documentation for POC
- Understand business requirements involved with technical account strategy
- Solve problems independently and creatively
- Perform other related duties as assigned

Experience	<p style="text-align: center;"><u>“Essential”</u></p> <ul style="list-style-type: none"> • Strong written and oral communication skills, including the ability to articulate complex technology clearly and influence different constituencies • Must have at least 5-7 years of experience designing, deploying, and implementing core route/switch and/or data center networks • Solid understanding of networking, application delivery and application security concepts • Experience in the RFX process • Knowledge of Network and Application Security • Experience with logical network design models (L2/L3, WAN, Network Optimization, Spanning tree, VTP, VLANs) • Working technical knowledge of networking protocols and standards (QoS, VRRP, WCCP, SSH, HTTPS, IPSec) • Understand WAN/LAN and transport technologies. • Experience in troubleshooting and configuring enterprise networks • Must be conversant in positioning a product into complex datacentre networks. • Familiarity/experience with F5, Nginx or similar industry solution deployment a plus . • Relevant certifications a plus. • A number of years related experience working with network, security and/or web technologies • Significant experience in pre-sales expertise • F5 core product experience or relevant experience in key competitor offerings required • In-depth industry knowledge and understanding of F5 technologies, solutions and product offerings strongly preferred
Education	<ul style="list-style-type: none"> • Grade 12/Matric Certificate • IT Degree / Diploma • Familiarity/experience with F5, Nginx or similar industry solution deployment a plus. • Relevant certifications a plus. • CCNA • HCIE • HPE Networking • CCNP Routing and Switching Certified