

Field Applications Engineer (FAE) – NComputing India

NComputing (www.ncomputing.com) is one of the fastest growing computing companies in the World. NComputing technology taps the excess power of a standard desktop PC and enables up to 30 users to simultaneously access the PC. With NComputing, any organization to expand its PC resources while cutting computing costs by 70%. In just 18 months, nearly 500,000 systems have been deployed in over 70 countries.

To keep pace with the rapid growth, NComputing India seeks a dynamic solutions-oriented Field Applications Engineer (FAE). Responsibilities include a combination of pre-sales consultation services, technical product demonstrations, project management of "proof of concept" engagements and post-sales technical support throughout India.

Qualified candidates must demonstrate solid communication skills, technical expertise with networks and "server based computing" tools, and the ability to work both independently and within a team. They must also be able to communicate complicated technical materials.

Responsibilities Include:

- Leveraging relationships within customer organizations to solve technical hurdles and foster awareness of our products and solutions
- Training NComputing dealers and distributor personnel
- Working with NComputing and dealer sales reps on customer opportunities
- Installing, configuring and testing our solution at customer facilities
- Interfacing with various customers at both a business and a technical level, and proposing viable solutions in real time during customer meetings
- Assisting with the development of NComputing product suite. This may include conducting joint account calls, updating other technical staff on new features, and working with them to develop solutions for customers
- Up to 80% travel within India and Internationally

Required Skills:

- 4+ years of IT experience in a vendor, professional services, IT consulting, systems integration, or end-user environment
- 2+ years of technical pre-sales experience or technical business related experience
- Strong organizational, customer service and communication skills
- Excellent English proficiency (written and oral); additional languages (especially Hindi, Telugu, Malayalam preferred)
- Hands-on experience with Windows 2000/2003, Windows XP, Citrix Presentation Server, Linux and WAN\LAN
- Self-starter that manages time and activities with little day-to-day guidance
- Excellent listening skills resulting in a high level of customer satisfaction. Must be able to listen for opportunities as well as potential technical hurdles
- Microsoft Certified Systems Engineer (MCSE)

Preferred Skills:

- Cisco Certified Network Associate (CCNA)
- Citrix Certified Enterprise Administrator (CCEA)
- VMWare Certified Professional (VCP)
- Linux