



## ExtraHop Networks: Systems/Sales Engineer

*Do you want to solve problems instead of sit 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. We are known as innovators and have received many awards for our team and our products, including Best of Interop, *Seattle Business Magazine's* Innovation of the Year, and 100 Best Companies to Work for in Washington, among others.

If you are a Systems 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 product presentations in highly charged meetings with prospects and customers. As a Systems Engineer, you will have a significant impact on the success of each sales presentation in which you participate and will share in its financial rewards. In this key position, you will contribute directly to the bottom-line health of the company.

### Responsibilities

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- Present technical whiteboard demonstrations to C-level business and technology owners and create solutions to fulfill their requirements
- Partner with our Sales and Product Development teams to develop enterprise solutions
- 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
- Demonstrate products to technical and non-technical audiences at executive and/or technical levels at pre- and post-sales meetings
- Independently coordinate all aspects of technical product evaluations, from installing the appliance to helping prospective customers interpret data in the context of their environment
- Effectively handle both local and remote evaluation customers through a combination of in-person meetings, conference calls, remote screen share, and so forth
- 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
- Lead solution architecture design discussions and recommend an appropriate combination of technologies for production deployment
- 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

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- 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

## Technical Requirements

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- 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

## The Opportunity

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ExtraHop Networks was founded in early 2007 by engineering veterans from F5 Networks and architects of the BIG-IP v9 product. The award-winning ExtraHop Application Delivery Assurance system is the industry's first completely passive network appliance that provides application-level visibility with no agents, configuration, or overhead.

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.

ExtraHop Networks is an Equal Opportunity Employer.