



Service Delivery Engineer

JOB SUMMARY

Impulse Point is a rapidly growing company focused on addressing the challenges of instituting Network Access Control (NAC) policies relating to intellectual property, endpoint security, and regulatory compliance within large, heterogeneous enterprise environments.

The Service Delivery Engineer (SDE) role will be involved in developing, managing and promoting a quality user experience in the areas of implementation, training and consulting for Impulse's SafeConnect solution. The SDE will coordinate activities to meet established deadlines, resolve complex problems and is responsible for meeting customer objectives and expectations. They will specialize in wireless networking technology and collaborate with software engineers, quality assurance analysts and other development staff under the general direction of Impulse's Director of Customer Services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Level 2-3 customer network support and advocate, as required
- Ability to relate to customers with varying levels of technical skills and understanding; from the end-user, to the IT Manager, to the Executive level
- Assist with implementing the SafeConnect enterprise solution with external clients and exhibit strong project management skills (e.g. installs/trials/POCs)
- Assist existing customers with network topology changes / redesigns as they pertain to SafeConnect Integration
- Excellent time management and prioritization skills needed to manage multiple requests with varying levels of importance and criticality
- Adhere to and assist in the development and improvement of SafeConnect's Statement of Work (SOW) service delivery process to ensure consistent success and incremental customer satisfaction improvement
- Assist in QA/Testing/Certifying both new versions of SafeConnect and integrating new third-party network platforms
- Stay current with product information, best practices, changes and updates
- Train users in existing or new functionality in order to maximize their system's potential and usability
- Execution of project scope, documentation, billing and reporting of any Service Delivery Project directly assigned
- Create and update product documentation and best practices
- Participate in on-call rotation with other engineers
- Other duties as assigned



EDUCATION AND EXPERIENCE (Key Competencies)

- Minimum 3 years of experience in Wireless networking
- Experience configuring WPA2E SSIDs required
- Experience with RADIUS Server configuration required
- Experience with RADIUS Server / Active Directory integration preferred
- Customer-facing professional services and project management expertise
- Experience managing high priority technical issues and their associated tracking and communications
- Knowledge of relevant Support Tracking Procedures and Tools (e.g. Salesforce)
- Documenting products and procedures
- Knowledge of Wireless certification(s) preferred but not required
- Understanding of Internet security technologies such as firewall, networking, authentication, intrusion detection systems, antivirus, Mobile Device Management (MDM), etc.

Behavioral Competencies

- **Approachability:** Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant and gracious; is sensitive to a patient with the interpersonal anxieties of others; builds rapport well; is a good listener
- **Customer Focus:** Is dedicated to meeting the expectations and requirements of internal/external customers; gets first-hand information and uses it for improvements in products and services; acts with customers in mind; establishes effective relationships with customers gaining their trust and respect
- **Listening:** Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others when he/she disagrees
- **Interpersonal and Political Savvy:** Relates well to all kinds of people, up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships. Can maneuver through complex political situations effectively and quietly; is sensitive to how people and organizations function; anticipates where the land mines are and plans his/her approach accordingly; views corporate politics as a necessary part of organizational life and works to adjust to that reality
- **Problems Solving** – Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers

Physical Requirements

- Constant and close visual work at desk or computer
- Constant verbal and written communication with clients, team and other business associates by telephone, correspondence, or in person
- Occasional driving of automobiles

Travel Required - 10-25% Annually

Impulse Point offers a highly competitive compensation package and a comprehensive benefits package which includes Medical/ Dental/Vision Insurance Plan options, Flexible Spending Accounts, Health Savings Accounts, 401K Retirement Plan, Life Insurance, Equity Participation, Vacation, Sick and Holiday Paid Time Off, and Tuition Reimbursement.

Impulse Point is an Equal Opportunity Employer