**Job Description:**

**Technical Pre-sales Engineer (Backup Domain).**

**Knowledge/Skills/Ability:**

* FIRE IN THE BELLY TO SERVE IN LINE WITH "OWNING 100%OF WHATEVER IT TAKES".
* Able to communicate in a clear and concise manner both in written form of emails, ticket comments, and verbally on phone with internal and external customers.
* Strong attention to detail, interpersonal and time-management skills.
* Self-motivated; ability to maintain excellence in service with moderate supervision. Strong analytical and problem-solving skills. Ability to successfully work and promote inclusiveness in small groups. Ability to provide FANATICAL support.
* Knowledge of technology troubleshooting methodologies, design, and implementation.
* Able to resolve problems in an efficient and timely manner. Able to handle multiple tasks simultaneously without dropping attention to detail or risk aversion.

**Key Accountabilities:**

* Conducts product/solution presentation or demo
* Executes Proof of **Concept (POC) and** provides Scope of Work (SOW) based on recommended solutions
* Works directly with the customers, and sales teams to help plan and design optimal solutions
* Works closely with various technical consultants and/or engineers to identify and resolve issues,
* Maintain high-level technical expertise in industry trends and technologies

**Requirements:**

* At least 3+ years of technical presales experience (Backup & Archival domain).
* Knowledgeable in backup & recovery, and Migration solutions.
* Has a fundamental understanding of IT infrastructure architecture
* Familiar with backup applications such as Backup Exec, Netbackup, ArcServe, Veeam, Commvault, backup to the cloud, or other similar backup and recovery solutions.
* Familiar with the concept of disaster recovery and data restoration
* Familiar with backup and recovery policies and backup strategies
* Has fundamental knowledge of physical and virtualized IT infrastructure
* Backup to cloud knowledge is an advantage.
* Strong written and verbal communication skills.

**About the company:**

itSimple known for Employee 1st stakeholder approach (Competitive package, Fun, Insurance, honor of time, Health focus) hence employees typically work for multiple years.

itSimple is a Niche organization operating with "Owning 100%, whatever it takes "approach to get data back to each one of its customers.

itSimple serves multiple mid to large customers in Software Backup & Archival Customers in India and 19 more countries, you could trust itSimple to bring to its channel partners unique data management solutions suitable, with extensively trained own manpower to support each product range that it sells. Data management business challenges that it currently serves through globally proven products including Atempo Miria for End-to-End unstructured Data Management, Atempo Endpoint / de-duplicated server backup, Data Resolve Unified Endpoint Management, and Faronics ultimate workstation protection.  itSimple signing multiple technologies in this specific & complimentary domain of this niche area. Further details -[www.itsimple.in](https://itsimpleonline-my.sharepoint.com/personal/sanjay_joshi_itsimple_in/Documents/www.itsimple.in)