



Competentum USA, Ltd.
www.shareknowledge-lms.com

Sales Support Engineer – ShareKnowledge LMS

Technical guru, customer savvy, creative, love of learning, administratively sharp, entrepreneurial? These are the Super Seven attributes for being a great fit on our team. We are a startup division of Competentum Group, a 20 year leader in the eLearning industry. ShareKnowledge is a revolutionary new Learning Management System (LMS) for Microsoft SharePoint Environments, and we need technical support team members to support partner relationships and customer engagements. We are in launch mode now, so please respond quickly.

Overview and Description:

As Sales Support Engineer (SSE) you will be responsible for delivering technical support services for various customers, partners and internal needs. You will be an integral part of the Competentum USA team, helping us to foster relationships and assist customers in realizing maximum value from their investment in ShareKnowledge Learning Management System (LMS). As SSE, you will:

- Provide tactical technical support directly to the customer or partner regarding ShareKnowledge-LMS
- Work closely with customers and partners to understand their requirements and configure systems appropriately
- Advise and educate customers on various Microsoft configurations (SharePoint 2007/2010; SQL Server; Windows Server) and systems implementations
- Remotely assist customers with deployment of ShareKnowledge, and troubleshoot issues that arise during deployments
- Help customers establish processes to manage and maintain systems post-deployment
- Assist with server hardware planning and configuration for optimal system performance
- Provide input to the development team on product enhancements to further streamline future deployments
- Have responsibility for configuration, implementation and management of the local server and computer resources

Qualifications:

- BA/BS technical degree or equivalent work experience
- 5 years' or more experience in technical support in an enterprise environment
- 3 years or more in customer facing relationships
- Must have certification in SharePoint and Windows Server (or significant work toward completion in Windows)
- 3 years or more of experience with Microsoft Servers, and a good working knowledge of SQL Server and its interaction with SharePoint/MOSS & Familiarity
- Technical competencies in SaaS and multi-tenant deployments
- Strong organizational, time management, and project management skills
- Experience in technical writing is desirable
- Experience in customer/partner training is desirable
- Experience and Training in SharePoint 2010 highly desirable.
- Must be a US citizen or legal resident

Position is located in our US headquarters of Issaquah, Washington and will require some limited US travel (no relocation)

About Competentum: Competentum Group is a recognized international leader with more than 20 years in the global e-Learning software market covering Russia, Europe, and USA. Competentum is a Microsoft® Gold Certified Partner with Independent Software Vendor (ISV) and Information Worker (IW) certification competencies. Our global team includes more than 200 professionals in Russia, Europe and USA. Our worldwide headquarters is in Moscow, Russia, and our US headquarters for Competentum USA is in Issaquah, Washington.