History

Aristotle is recognized as the leading pioneer in political technology, servicing many of the largest grassroots organizations, PACs and political campaigns in the US and abroad. Aristotle is a total solution provider, bringing cutting-edge technology and innovative solutions to meet our clients' needs with software, political data, consulting and outsourcing.

All positions are Full-Time, with competitive compensation, medical benefits, paid vacation, 401k plan and stock options. Casual dress code and a non-corporate atmosphere make this a fun place to work and learn in a team environment. For full job descriptions and to apply online, please visit aristotle.workable.com.

Sales Engineer
Springville, Utah, United States

DESCRIPTION

The Company:
Aristotle is the industry leader for identity and age verification. Our Integrity unit manages datasets covering citizens and residents of the United States and US territories and of 111 nations. These data resources are critical to meeting our corporate client’s exacting identity and age verification requirements, and the needs of Federal, State and County Government agencies.

In today’s competitive markets, Integrity is expanding its market in international coverage, client services and fraud reduction. Successful candidates will have technical consultative skills pertaining to product and client environments with good writing skills, excellent listening skills with the ability to interpret client needs and requirements. Successful Team members are passionate about the mission and enjoy working closely with clients and colleagues in a sales-oriented environment. Our ideal candidates come to us with several years of experience with either an IAM background or with a data aggregator and able to adapt quickly to our environment.

Role:
The Technical Support Representative for Integrity works to ensure that Integrity Direct, Onsite and OnDemand and Global Locate clients (Integrity.Aristotle.com) receive all of the benefits outlined in their respective contracts. Together with the Research and Development Department and Sales Team, the Technical Support Representative works to maximize functionality, exceed customer expectations and create new and innovative ideas for product utilization. The Technical Support Representative is responsible for capturing client needs and demonstrating how Integrity products and services can satisfy those needs. Additional responsibilities include coordination with the sales account manager(s) to actively drive and manage the client’s application requirements, technical teams, create and review Business Requirements Documents and Statement of Work, work with clients through the training and implementation phases of the sales and application delivery processes. Coordinating with the sales team, the Technical Support Representative is also in constant contact with current and potential clients, and is mindful of the improvements they would like to see in our products.

REQUIREMENTS

Responsibilities include, but are not limited to, the following:

- Client Account Management, Account setup and performance monitoring.
- Verify and validate contract deliverables.
• Provide on-site assistance and support to clients.

• Writing technical documentation including whitepapers, help Docs, RFPs and Statement of Work Docs.

• Keep an open line of communication on a regular basis to all accounts and maintain consistent, focused contact with key accounts.

• Learn all software programs utilized in the day-to-day business operations of the company.

• Provides technical training to clients and communicates customer feedback for future product development.

• Other duties as assigned.

**Required Skills:**

• Bachelor's Degree with a focus in technology or equivalent years of experience.

• Knowledge of commonly-used concepts, practices, and procedures within the technology arena. These include tracking software such as MS CRM, bugzilla, project management protocols, SOW management, QA and QC protocols.

• Ability to identify all technical issues of assigned accounts to assure complete customer satisfaction through all stages of the sales process.

• Comfortable in the dynamic atmosphere of a technical organization with a rapidly expanding customer base.

• Possess strong presentation skills and be able to communicate professionally in person, and in writing responses to emails, RFPs, and when submitting reports.

• Must be able to travel.

• Locate to Springville UT (south of Provo).

**Desired Qualifications but not required**

• Understanding of graphic, layout, composition, and user interface design.

• Understanding of database design.

• Ability to create SQL Queries to perform searches on in-house databases.

• Industry knowledge of identity verification for fraud, marketing, and risk mitigation solutions.

**Please send your resume to:** E3FB6B2EFB@jobs.workablemail.com