

System Demonstration Support Analyst

Primary responsibilities

The System Demonstration Support Analyst is responsible for acquiring, configuring, testing and setting up hardware and software and running demos at tradeshows and various key account visits. Keep all demonstration systems up-to-date. Update and train demo system owners of new capabilities. This person will report to the product marketing department, but will support the sales team.

Primary duties: Prepare for and perform detailed high-level demonstrations and presentations of Elster systems to customers, partners, and internal audiences. Become a “super user” and help train others company-wide on how to give system demonstrations. Over time, the analyst must learn the system sufficiently well to be able to answer increasingly complex and sophisticated questions posed by customers and technology partners.

This includes:

- Acquire, configure and test all system demonstration kits. Make sure that all kits are standardized and operating with up-to-date hardware, software, and firmware.
- Own and maintain the internal master demo setup at the Raleigh North American headquarters office.
- Prepare and help to maintain and update demonstration hardware and software sets for key internal users.
- Prepare generic demonstrations (including PowerPoint slides and demonstration steps) that can be used by sales executives to give basic demonstrations. Train internal users.
- Ensure that all needed system hardware, software and other equipment are assembled and working properly in advance of the show or site visit.
- Pack and make arrangements to ship equipment in advance, or carry equipment when traveling.
- Set up equipment at tradeshow location, customer site, and test to ensure that all components are working as expected.
- Ensure that the contents or agenda for the demo address the specific customer concerns or meet the needs of the tradeshow (developed for the key audience interests or per the messaging directives for the show).
- Provide support as needed to customers that are establishing their own technology rooms and intend to demonstrate Elster technology.
- Coordinate with Marketing Communications to plan trade show and booth design and layout.

Qualifications

- This position requires a Bachelor of Science degree (technical degree preferred) and three to four years of relevant experience providing hands-on support to IT systems and performing IT or technology product demonstrations.



- Must be articulate, comfortable, and credible when running software demos at customer site visits and during tradeshows.

Other skills include:

- Functional knowledge of various operating systems. Must be able to adjust registry settings on MS Windows Operating system. Must be able to load and install Oracle database on Windows platform and troubleshoot issues.
- Must be able to diagnose IP communication issues.
- Experience running MV90 is a plus.
- Experience in high-tech, systems, or engineering consulting solutions (energy or utility business experience preferred) in a deadline oriented environment is a plus.
- Capability to quickly grasp high-tech concepts is a must.
- Understanding of sales and marketing principles in a professional technical services environment, experience relating to sales and marketing preferred.
- Candidate must be a team player with leadership traits and skills.
- Up to 60 percent travel.

Education

Bachelor of Science degree (technical degree preferred).

To apply for this position

Submit your résumé to Human Resources by mail, fax, or email. Please indicate the position title you are applying for in your cover letter.

Elster Integrated Solutions
Attn: Human Resources
208 S Rogers Lane
Raleigh, NC 27610-2144

F +1 919 882 5906

Attach a Word or PDF file and email to raleigh.staffing@us.elster.com