

Cybersecurity Solutions Engineer

Location: US Based (Remote)

Reports to: Director of Operations with direction from the VP of Sales

Type: Full-time

About AgileBlue:

AgileBlue Cerulean combines AI-powered cybersecurity with the 24/7 human touch you trust. Our SecOps platform autonomously detects, investigates, and responds to endpoints, network, and cloud cyber-attacks faster and more accurately than a traditional SOAR.

Our technology is both intelligent and automated, but we take a custom approach for every client we work with, analyzing and detecting exactly what matters most. Our products are entirely cloud-based with advanced machine learning and user behavior analytics, all supported by our U.S.-based team of cyber experts.

Position Overview:

We are seeking a highly motivated and technically skilled **Cybersecurity Solutions Engineer** to create a bridge between our sales, technical, and customer success teams, driving the adoption and implementation of the AgileBlue Cerulean AI SecOps platform. In this role, you will serve as the technical expert and trusted advisor to our customers, ensuring they understand the value of our cybersecurity solutions. You will work closely with the sales team to drive revenue by demonstrating technical expertise, delivering compelling platform demonstrations, and guiding customers through the pre-sales process. This role will also be responsible for the implementation of the solution for new customers.

Key Responsibilities:

- **Product Expertise:** Thoroughly understand all aspects of the AgileBlue Cerulean AI SecOps platform with the ability to articulate this knowledge to prospects and customers.
- **Technical Consultation:**
 - Serve as a trusted technical advisor throughout the sales cycle, addressing technical questions, overcoming objections, and ensuring a smooth transition to production.

- Conduct discovery sessions to understand customer needs, pain points, and technical environments.
- **Platform Demonstrations**
 - Conduct in-depth, tailored product demos to showcase the capabilities and value of our cybersecurity platform.
 - Clearly articulate technical features, use cases, and business benefits to both technical and non-technical audiences.
 - Adapt demonstrations to address customer-specific challenges and industry requirements.
- **Implementations:** Act as the primary point of contact for new customers starting during the sales cycle and continuing through complete implementation of the platform with assistance from the operations and support teams.
- **Proof of Concept (PoC) Management:** Lead and manage PoC deployments to validate the effectiveness of the solution in customer environments. Provide hands-on support and troubleshooting during trials.
- **Workflows:** Continuously enhance the implementation workflow and adjust for new product updates.
- **Documentation:** Compile and maintain internal documentation concerning new customer onboarding and implementation.
- **Organization:** Manage new customer relationships and onboarding journeys utilizing AgileBlue's customer success platform, ChurnZero, and CRM, HubSpot.
- **Collaboration**
 - Attend and contribute to weekly and monthly team review calls.
 - Liaise with product management and engineering teams to communicate customer feedback and influence product roadmap development.
- **Education and Enablement:**
 - Deliver technical workshops and training sessions for customers and partners.
 - Attend training and certifications AgileBlue deems necessary and pays for.
 - Stay current with industry trends, emerging threats, and advancements in cybersecurity technologies.

Qualifications:

- Not required but a Bachelor's degree in computer science, engineering, or a related field (or equivalent experience) never hurts.
- Strong understanding of cybersecurity concepts, including threat detection, incident response, SIEM, EDR, XDR, AI, machine learning, SOC, SOAR, and network security.

- 3+ years in a Sales Engineer, Solutions Architect, or similar role within the cybersecurity industry.
- Proven ability to showcase and implement cybersecurity solutions in customer environments.
- Exceptional relationship-building and communication skills.
- Ability to work independently and as part of a team in a fast-paced environment
- Outstanding presentation and communication skills with the ability to convey technical concepts to diverse audiences.
- Excellent time management with the ability to efficiently navigate multiple projects simultaneously.

Benefits:

- Competitive base salary with performance-based commissions.
- Health, dental, and vision insurance.
- 401(k) plan with company match.
- Opportunities for career growth in a fast-growing company.

To Apply:

Please submit your resume and a cover letter outlining your experience and why you're the ideal candidate for this role.