INTEGRATED BIOMETRICS

Sales Engineer – Job Description

For the engineer who can't leave a product alone, and can't wait to show people what it does.

The role

Most sales engineering jobs ask you to memorize a demo. This one asks you to understand our technology better than anyone outside our engineering lab, then put that knowledge in front of the governments, banks and border agencies that depend on it.

We're growing our software business, and this role is at the center of it. Your focus is our biometric software: integrating our SDKs, building solutions on IBX, IB360 and CamraIB, and proving them in front of partners. You'll also know the fingerprint scanners our software runs on well enough to demo them and troubleshoot an integration.

Between deals, the lab is yours. We want you testing edge cases, connecting our products to things they weren't designed for, and coming back with ideas that change how we sell.

Reports to: David Gerulski, Executive VP

Works with: Global Sales Executives, Product Management, Engineering and Technical Support

Why this role

- Real engineering, not slideware. You'll integrate SDKs, build proofs of concept and debug in the field.
- A business on the rise. Software is where we're investing, and you'll help shape how we sell it.
- A global stage. You'll work with partners across the U.S. federal market, Latin America, Europe, Africa and Asia.
- Work that matters. Our technology verifies identity for national ID programs, border security, law enforcement and defense.
- Time to explore. Tinkering with the product is part of the job, not something you squeeze in after hours.
- A direct line to leadership. You report to the head of Sales, and your ideas reach Product and Engineering fast.

About Integrated Biometrics

Integrated Biometrics builds the identity technology behind national ID programs, border crossings, police forces, banks and defense agencies around the world. Our software, including IBX, IB360 and CamraIB, works alongside our Kojak, Five-0, Sherlock, Columbo, Watson and Mannix fingerprint scanners.

We go to market through integrators, distributors and OEM partners who build our technology into their own systems. That puts the Sales Engineer at the center of every win: proving what our technology can do, getting it integrated, and keeping it running.

What you'll do

Presales: win the technical decision

- Lead technical discovery: map each partner's systems, integration path, constraints and definition of success
- Architect the solution and build demos tuned to the room, from developers to program directors
- Own the technical conversation in live presentations and demonstrations, in person and online
- Design proofs of concept with clear success criteria, then deliver them
- Write the technical response to RFPs and answer objections with evidence

Post-sales: make it work in the real world

- Guide partners through integrating our software and devices into their platforms
- Reproduce field issues, isolate the root cause and drive the fix with Engineering
- Hand partners off to Technical Support up and running

Explore: know the product better than anyone

- Stress-test our software and the devices it runs on, find their limits and document what's beyond them
- Discover new uses, configurations and integrations, and package them into demos the whole team can use
- Turn customer requests and product gaps into clear, prioritized input for Product Management and Engineering
- Keep the sales team sharp on what our technology can and can't do

What you bring

- A degree in computer science, software engineering, electrical or computer engineering, or equivalent professional experience
- 5+ years of hands-on software engineering experience (sales engineering experience is not required): you've built and shipped applications or embedded software in C, C++, C#, Java or Python, integrated APIs and SDKs, and debugged your own code in production
- A working knowledge of how software is deployed in enterprise and government environments: REST APIs and web services, databases, cloud and on-premises installs, and licensing
- Software product engineering depth. Backgrounds in network administration, IT infrastructure or network engineering are not a fit for this role.
- Relentless curiosity: you read the spec, build the test rig and try what nobody asked you to try
- A natural presenter who can make a technical idea land with an engineer, a salesperson or a program director
- A methodical problem solver who isolates root causes instead of guessing
- Ready to travel regularly across the U.S. and internationally

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Preferred

- Prior U.S. military service
- Professional Spanish or French
- Experience in a customer-facing technical role: sales engineering, solutions engineering, field applications or technical support
- Experience with biometrics, identity, image processing or computer vision
- Experience integrating with Android, Windows or embedded Linux
- Hardware experience: board bring-up, firmware interaction or device validation
- Experience with government, defense, law enforcement or national ID programs

Requirements and working details

- Citizenship: U.S. citizenship is required, as this role involves access to U.S. military and government facilities and programs
- Residence: must reside in the United States. This is a remote role; the Phoenix, AZ area is a plus
- Travel: regular domestic and international travel to partners, customers, trade shows and IB facilities; a valid U.S. passport is required
- Compensation: base salary plus a commission on total company sales
- Equipment: company laptop and lab equipment provided

If you've ever taken apart someone else's code just to see how it works, and then couldn't stop telling people about it, we'd like to talk.

Integrated Biometrics is an equal opportunity employer. We consider all qualified applicants without regard to race, color, religion, sex, national origin, age, disability, veteran status or any other protected characteristic.

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