**Solutions Engineer, Pre-Sales**

**at SambaNova Systems**

**Tokyo Prefecture, Japan**

The era of pervasive AI has arrived.  In this era, organizations will use generative AI to unlock hidden value in their data, accelerate processes, reduce costs, drive efficiency and innovation to fundamentally transform their businesses and operations at scale.

SambaNova Suite™ is the first full-stack, generative AI platform, from chip to model, optimized for enterprise and government organizations. Powered by the intelligent SN40L chip, the SambaNova Suite is a fully integrated platform, delivered on-premises or in the cloud, combined with state-of-the-art open-source models that can be easily and securely fine-tuned using customer data for greater accuracy. Once adapted with customer data, customers retain model ownership in perpetuity, so they can turn generative AI into one of their most valuable assets.

**Working at SambaNova**

SambaNova’s mission is to be the number 1 platform for business AI. We are a full-stack provider of AI-specific chips, software, and models that come together to help every organization accelerate their AI journey.

This role presents a unique opportunity to shape the future of AI and the value it can unlock across every aspect of an organization’s business and operations, including attracting and connecting cutting edge enterprises keen on transforming their businesses through the power of generative AI with the most comprehensive and powerful full-stack solution on the market.

**Job Description**

SambaNova is hiring a pre-sales Solutions Engineer (a.k.a. Sales Engineer or Customer Engineer) who will be responsible for the success of specific prospects as they discover and evaluate solutions with SambaNova Systems. You will work with sales and prospect stakeholders to make sure everything involving their technical evaluation and buying experience goes smoothly.

The ideal candidate will have extensive, hands-on experience in solution architecture, prototype development, and managing technical customer relationships in enterprise. They will have experience in system design and software technologies paired with strong relationship and collaborative skills to engage with others as demonstrated by the qualities below:

* Experience with AI/ML market, customer needs, and technologies
* Expertise with system engineering concepts
* Experience with both hardware and software technologies
* Hands-on technical deployment skills
* Superior analytical and problem-solving skills
* Exceptional customer relationship skills
* Team-oriented and collaborative by nature
* Ability to address multiple internal and external stakeholders clearly and concisely
* Ability to manage multiple tasks with competing priorities

**This individual will be responsible for:**

* Building and maintaining technical relationships with prospective clients
* Becoming an expert in SambaNova Products and keeping up to date on industry trends in AI/ML
* Translate business cases and requirements into appropriate technical solutions
* Technical discovery, qualification, and impact quantification. Aid prospective clients in understanding the benefits and path to adoption of SambaNova Systems
* Developing and delivering compelling demos and technical presentations
* Designing, managing, and executing prototype/PoC development and driving prospective clients to a “technical win”
* Acting as the voice of the field back to product and engineering teams
* Travel to customers and trade shows as required

**Requirements:**

* Bachelors in Computer Science, Data Engineering, or related fields or equivalent experience
* Fluent in English and Japanese
* Minimum of 5 years of customer-facing experience. Strong preference for AI/ML focused
* Ability to travel up to 50% nationally and internationally
* Willingness to support a global business, requiring flexibility in working hours
* Hands-on experience with AI/ML model development, evaluation, and optimization
* Python and PyTorch experience for a minimum of 2 years
* Basic Linux system administration and maintenance
* Experience with MLOps platforms/capabilities
* Experience with API-driven integration and solution design
* Experience with system engineering and architecture
* Experience working with enterprise customers in pre-sales motions
* A take-charge attitude with a desire to own the success of the prospect’s technical buying experience and willingness to partner with sales staff in message crafting and delivery.
* A team player who demonstrates humility and a desire to collaborate with teammates around the world to design better customer solutions and experiences

**Preferred Qualifications**

* Experience working in a high-growth startup
* A team player who demonstrates humility
* Action-oriented with a focus on speed & results
* Ability to thrive in a no-boundaries culture & make an impact on innovation
* A current or lapsed Solution Architect or Enterprise Architect certification from any provider
* Familiarity with server system deployment concerns/requirements in data centers