

JOB DESCRIPTION

JOB TITLE: Pre Sales Engineer

REPORTS TO: Admin and Finance Director

DATE: December 08.

PURPOSE

Act as technical design authority to sales and operational teams to ensure technical design, pricing and pre and post services are delivered in accordance with customer/prospects expectations and requirements. Responsible for the accuracy and appropriateness of output. Also acts as escalation point for technical solution designs and associated ordering issues within the business.

DIMENSION

1. **Principle Accountabilities** includes the following. Other duties may be assigned

The jobholder is responsible for the following in the course of his duties.

Technical Support – Pre and Post Sales

- a) Responsible for Solution Design ensuring the most viable, effective solution is designed to meet customer's requirements.
- a) Verify that the order documentation meets the requirements identified in respect of the proposed solution design. Develop PID documentation where appropriate, ensuring complete and accurate information is provided to Projects.
- b) Provide an escalation route for customer/prospect and sales team for initial technical and design issues, liaising with the manufacturers and Operational management as required, to ensure swift responses.
- c) Formulate responses for tender submissions, including the participation on the Bid Team as required to identify any requirements for the actual solution.
- d) Provide assistance to Projects function, in particular in the fulfilment of technical and design responses already sold.
- e) Attend customer meetings, providing Pre and Post Sales Support to the Sales Team as appropriate.

Commercial Support

- a) Manage and co-ordinate the Sales Logix Commercial/Pre Sales queue to ensure that all solutions proposed are provided in accordance with sales work instructions.
- b) Respond timely and accurately with the provision of design/pricing information to the Sales team for all clients ,
- c) In conjunction with the Commercial Manager, ensure formal quotations are gained from 3rd parties for the creation of specific products or services required for the delivery of a designed solution.
- d) Work within Sales Logix to ensure all documentation is correctly attached to all opportunities and that all such documentation adheres to the work instructions associated with the opportunity.
- e) Work with members of the Sales Team to ensure all account plans account strategies are maintained.

Product Development

- a) Maintain up to date technical information and commercial awareness through achievement of manufacturers accreditation requirements, attendance at appropriate seminars and training courses, and understand the markets to be able to identify and recommend new tactical products required for any solution design.
- b) Share product enhancement/development knowledge with the Sales Team, including presentations at Sales meetings.

- c) Understand the requirements of our partners in the achievement of Sales Accreditation; ensure that the business continuously meets these requirements, in association with Admin & Finance Director, putting forward recommendations for training etc.

General Support

- b) Recognise potential business opportunities for product and services, and communicate this to the business, remaining commercially aware at all times.
- c) It may be appropriate to work directly with customers/prospects without Sales personnel involvement .

2. Nature and Scope

The jobholder will report to the Admin & Finance Director. He / she will achieve the companies stated objectives and targets as outlined by the Admin & Finance Director, responding to customer (both internal and external) requirements in a timely manner.

The jobholder will require a high level of communications skills, and have a good understanding of technical design and specification, being responsible for translating the customer need to successful design specification/solution. Proven experience in a similar position is essential.

Customer requirements may decree that work may need to be carried out outside normal working hours.

Equal Opportunities:

Premises Networks Management is an Equal Opportunities Employer. We are committed to providing equal opportunities to all, irrespective of their sex, marital status, race, nationality, colour, disability, age or any other condition which cannot be shown to be relevant to performance.

Signed:

Dated: