**Job Description**

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| **Job title:** | IT Technical Pre-Sales Engineer |
| **Grade:** | P4 |
| **Division:** | Digital Services Group |
| **Reports to:*****(job title)*** | Head of Delivery |

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| **JOB PURPOSE** |
| Working alongside our Sales, Product and Delivery teams, the Pre-Sales Engineer will own the early customer conversations. This is primarily a field based role with occasional overseas travel depending on customer locations. |
| **KEY DUTIES AND RESPONSIBILITIES** |
| * Pro-actively engaging in the sales cycle and take charge of the technical aspects and deliverables during the potential customer’s product evaluation.
* Meetings with customers early in the development cycle to fully appreciate and understand the problem the customer is trying to solve.
* Define and implement appropriate demonstrations to fulfil the customer’s needs.
* Work with the sales lead to ensure that presales is based on the appropriate solution
* Confidently presenting these to the customer at the appropriate level
* Represent the company at trade shows and conferences.
* Play an active role in the introduction of new products into the market.
* Maintain a deep understanding of the MASS product and speak with prospects and customers about the most relevant features/functionality for their specific business needs
* Support Sales with client business case development, as applicable.
* Work with delivery teams on implementation technical estimates, ensuring a smooth transition from sales to implementation.
* Comply with Company policies and procedures (including the Business Management System);
* Adhere to the MASS values.
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| **COMPETENCIES** |
| **General Profile:*** Requires specialised depth and/or breadth of knowledge in an area of work
* Leads others to solve complex problems
* Works independently, with guidance in only the most complex situations
* May lead departmental teams or projects as required

**Job Functional Knowledge:*** Requires specialised depth and/or breadth of expertise within own knowledge area or field

**Business Expertise:*** Interprets MASS’s internal/external business challenges and recommends best practices to improve products, processes and services

**Leadership:*** Leads projects with notable risk and complexity; develops the strategy for project execution

**Problem Solving:*** Leads others to solve complex problems; uses sophisticated thought to exercise judgement and identify innovative solutions

**Impact:*** Impacts the achievement of operational, project and service objectives; work is guided by divisional policies

**Interpersonal Skills:*** Communicates difficult concepts and negotiates with others to adopt a different point of view
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| **QUALIFICATIONS / EXPERIENCE** |
| **Essential**:* Working with a technical environment using an ITSM tool
* Experience of working within ISO:9001 / 27001 / 20000 quality frameworks
* Able to describe technical product offerings or solutions clearly to a non-technical audience
* In order to tailor and adapt requirements to solutions during customer discussions you will need demonstratable exposure to common IT solutions such as:
	+ Cloud SaaS, IaaS, PaaS offerings
	+ Dev Ops / Software solutions
	+ On-Premise IT Infrastructure such as Servers, Storage, Networking
	+ Security area knowledge such as Vulnerability/Penetration testing, IDS, IPS,

**Desirable**:* Working knowledge of the Jira Service Management ITSM tool
* Detailed experience of IT Network protocols such as TCP/IP,
* Understanding of Government Security Classifications
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**Declaration**

*“I have received, reviewed and fully understand the above job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described”:*

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| **Name:** |  |
| **Signature:** |  |
| **Date:** |  |