**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. |
| **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 |
| **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:** |  |