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| **Role Title**  |  Pre-Sales Technical Consultant. |
| **Business Area**  | Document Services |
| **Team**  | Delivery |
| **Reports to** | DS ITPS Post Sales Manager |
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| **Role Purpose**  | The key purpose of this role is to work with DS Sales teams to capture the technical requirements within a client brief. In practice this means working with an array of departments within SCC to ensure projects are delivered to a standard that the business demands. This is a technical consultancy role and will see you engaging with clients, sales and project teams alike. Individuals will take part in and ensure completion of solution pre-sale lifecycle up to deal signature and successful proof of concept. At deal signature a completed statement of requirements (SOR) will be handed to the Post Sales Technical Architects. Your success will be judged on the technical delivery of the overall solution project from start to finish. The Pre-Sales Technical Consultant will be expected to deliver solution proposal to meet the customer’s documented requirements within the SOR, and work with Sales teams, account Management, Post-Sales, SOP and Project Management teams to ensure that the end project allows for project closure. This will involve an element of working remotely as well as with our customers at their respetive locations throughout the UK.  |
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| **Key Responsibilities**  |  |
| 1. | Work with the ITPS Post-Sales Manager, Post Sales, BAU Support, Sales Order Processing, Project Management, Sales and Account Management teams to complete the implementation of at least (but not limited to) the proof-of-concept phase of any solution delivery.  |
| 2. | Understand the need for the business to implement proposed solutions to the highest of standards to ensure commercial and operational viability. |
| 3. | Collaborate on the Pre-Sale workstream and associated assets to co-ordinate and deliver solution proposals in a professional, and knowledgeable manner, and striving to make sure SCC meets initially agreed timescales.  |
| 4. | Maintain Pre-Sales ticketing systems daily and actively deal with unassigned and outstanding tickets. |
| 5. | Produce high quality documentation (including but not limited to) SOR, POC, RFP, RFI, and quotations. |
| 6. | Ensure all documentation is stored in the document management repository on completion, and any changes are applied to the latest version after checking out, rather than an uncontrolled local copy.  |
| 7. | When engaged with sales, take ownership and accountability for managing the work to successful closure.  |
| 8. | Maintain a current and extensive technical knowledge of all the products within the SCC DS solutions portfolio.  |
| 9. | Provide visibility of activities through reporting tools. Technical Consultants will be expected to maintain their calendars in a professional and easy to read fashion. You will also be expected to use other reporting tools as required to provide clarity of the current and future pipeline. |
| 10. | Build strong working relationships with stakeholders and customers (internal and external), always act in a professional and courteous manner placing focus on acting as both trusted advisor & subject matter expert.  |
| 11. | Expected to go above and beyond core requirements to ensure the professional delivery of projects and services, often travelling and staying away from home.  |
| 12. | Compliance with all internal and external SCC DS processes and procedures. |
| 13. | Highlight gaps within the solution portfolio to the technical review board. |
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| **Person Specification**  |  |
| 1. | Confident and professional communication skills both written and verbal.  |
| 2. | Proven experience of delivering MP/MDS pre-sales consultancy coupled with experience of working to tight deadlines.  |
| 3. | Must have specific knowledge of technologies and products within the managed print & document services industry (Ricoh, Canon, HP, Tungsten Automation, Papercut, uniFLOW, myQ, Cirros, Docuware). |
| 4. | Excellent internal and external customer focus.  |
| 5. | Self-motivated, enthusiastic, reliable, personable individual.  |
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| 7. | Must endeavour to maintain product knowledge by self-study and formal training.  |
| 8. | Must be risk aware and understand the strategies for managing risk when capturing customer requirements. |
| 9. | Able to complete all tasks and objectives assigned within agreed projected and quoted timescales.  |
| 10. | Project management trained, e.g., Prince2 or Agile accredited  |
| 13. | Industry qualifications such as Tungsten Automation Certifications PaperCut Certifications uniFLOW Certifications Docuware Certification/Experience  |
| 14. | Microsoft certification  |
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