

JD – Technical Consultant (Presales)

Job Specification:

As the Technical Consultant, you will be responsible for providing support for sales opportunities and deal flow by securing the “technical close” solution including needs analysis, data review and solution demo. The Technical Consultant collaborates with sales, services engineers, and solution specialist that accurately addresses customer needs, and is appropriately supported by key customer technical decision-makers. Communicate daily with sales staff regarding sales activities and strategies and act as customer advocate and liaison for solutions and product management and development.

Responsibilities:

- Proactively scopes the technical solution required to address customer requirements, assesses customers’ met and unmet needs and recommends solutions that optimize value for both the customer and JOS (Malaysia) Sdn Bhd.
- Secures input from all necessary solution stakeholders within the end user customer organization and adapt solutions from the Solution Specialist to ensure appropriate support. Ability to determine technical and business requirements and ensuring that all the necessary information is collated prior to producing a solution.
- Coordinates closely with sales and account managers to align solution design with customers’ business requirements.
- Secures from end users customers technical staff commitments needed to ensure a deal’s “Technical Close”.
- Meets assigned targets for profitable sales growth in assigned product and services lines, market areas, channel, or teams supports.
- To structure and produce compelling sales proposals, built of material & commercial, and technical documentation outlining the cost savings and business benefits to end users using JOS Malaysia proposition.
- Provides coaching and professional development to team members sales associates in order to enhance their product knowledge, technical acumen, and technical sales skills.
- Opportunistically pursues additional business development opportunities within end user customer organizations, collaborate with sales to ensure these opportunities are effectively covered and show progress in advancing the sales stage.
- Monitors end user customer support for technical solutions proposes throughout the sales process, and alerts the sales and account teams to potential risks of deal closure.
- Maintains sales prospects and pipelines throughout in early sales processes steps.
- Provide accurate and timely management information, to include activity reports, bid reviews, and project forecasts.
- Completed required training and development objectives within the assigned timeframe.
- Work with the post sales organization to define a services implementation roadmap, consumption and adoption strategy.

Requirements:

- At least 3 years’ of relevant experience in supporting the solutions sales.
- Previously experience of requirements gathering, design and solution building and the ability to replicate this in a commercial setting.
- Ability to cope under pressure and prioritize work accordingly.

- Strong project management skills and ability to lead, motivate and direct cross functional workgroup experiences a distinct advantage.
- Build technical relationship with prospects or existing customers and provide any technical inputs needed for proposal.
- Holds strong product, technology and industry knowledge with good problem solving and presentation skills.
- Excellent presentation and demonstration with good listening skills.
- Ability to work in a team environment and develop effective working relationships internally at a variety of levels; working closely with cross functional departments such as sales, operations and product development.
- Eager to learn and develop. Have strong affinity with latest technologies.
- Ability to present and establish value and business proposition to large groups and senior client executives through technical presentations, demonstrations and pilot or proof of concepts.
- Must be customer focused and have the ability to manage and resolve solutions to complex technical challenges.
- Bachelor Degree in Business or Computer Science preferred.