

Pre-sales Consultant – Security/Data

Department:	Sales (Pre-sales)
Report to:	Head of Pre-sales
Contract Type:	Full time, Permanent
Package:	Competitive
Location:	Field Based

Charterhouse Voice and Data (CVD) is a multi-award-winning solutions integrator of unified communications and document management services. We are passionate about delivering genuine value to our clients and strive to exceed expectations in everything we do. We have established an industry wide reputation for pushing the boundaries of technology for over 25 years

CVD has a dynamic product and solutions portfolio that spans a range of technologies within voice, data, mobile and managed documents. These are all supported by a broad portfolio of technical and professional services that support our customer's business needs and priorities.

CVD are looking for talented highly motivated people. We understand that the key to our success is our people. We are committed to attracting and retaining the best possible candidates. Therefore, we offer a fun, innovative and fast paced environment where career development, reward and recognition are a priority.

If you want to join a business passionate about technology and our customers, credible in the market with a stimulating working environment then we want to speak to you

Vision/Strategy

Excellence in converged voice and data solutions; creating strong strategic partnerships and delivering an outstanding client experience from a stimulating working environment.

Our Values

- Respect
- Responsibility
- Teamwork
- Commitment
- Excellence
- Passion

Role Purpose

The primary purpose of this role is to provide the link between key stakeholders within Operations, Project Management and Sales. The pre-sales function should use technical knowledge as well as commercial awareness to improve accuracy on all deals that will require an in-depth knowledge of multiple product sets. The role provides technical and commercial high-level design documentation to enable smooth transition from bid win, delivery through to support. Pre-sales take ownership of the whole solution with an aim to drive a 'right first time' approach, supported by the Head of Department.

Pre-sales Objective

The Technical Consultant is involved from the initial customer contact phase right through to handover to Operations. They will support with all commercial and/or technical issues arising from the design of the sale alongside the assigned Project Manager and Lead Engineer.

The Technical Consultant needs to fully understand what the client requirements, develops an initial view of the solution and tailor the solution to meet the customer's needs. They should present the solution to the client, provide the required documentation and ensure a smooth and positive handover to the delivery team.

The role will require expertise in two of the following areas:

- Security
- IP Telephony
- Converged networks – LAN/WLAN-
- Cloud services including SIP services
- Business continuity
- Collaboration
- Carrier grade wide area networking
- Mobility

Duties and Responsibilities

- Work with Sales to identify, understand, clarify and document the customer requirements.
- Work within the defined pre-sale process alongside Sales to produce a solution design.
- Work with Sales personnel demonstrating their solution to the client to understand what needs to be shown and be able to attend demonstrations to explain business impact.
- Complete the business analysis and technical component of a sales proposal utilising internal resources
- Oversee the Sales team's solution preparation/proposals. Work alongside the Sales Team to ensure full proposal is produced based on Client requirements
- Ensuring the relevant Service departments are aware of any new products, services or software that is being quoted to a client to give them ample opportunity to upskill as required
- Work with the Engineering Team Leaders to ensure the lab is up to date and any new products are purchased for in house training
- Continually strive to build solid working relationships across Sales, Project Management and Operations through regular communication
- Maintaining knowledge of Charterhouse products and solutions including knowledge of latest versions of software
- Work with the CTO and product management to drive new products and services into the business to support the stated CVD strategy.

Required Competencies (Skills, Knowledge, Experience and Attitude)

Essential - Technical

- Knowledge and experience in designing Palo Alto security solutions
- Palo Alto Networks Certified preferred
- Knowledge of Panorama, WildFire, Global Protect, and other Palo Alto features
- Must have a good networking background understanding and the ability to design enterprise grade customer solutions to meet their business needs – eg LAN and WLAN
- Must have a good networking background understanding
 - Knowledge of routing protocols BGP, OSPF and EIGRP
 - Networking topologies and protocols. Examples being MPLS, VRF, SIP, Traffic Shaping / QoS
 - Palo Alto Command line

- Knowledge of WAN, WLAN and LAN technologies from leading industry vendors, e.g. Cisco, Aruba, Juniper, V1, Expo-E, etc.
- Knowledge of SIP solutions and their integration with UC&C services
- Knowledge of network monitoring and control applications
- Familiarity with Data Centre environment and hosted deployments/cloud

Essential - Personal

- Highly organised and able to manage own time to meet deadlines required and balancing conflicting priorities
- Ability to manage personal workload, CVD and customer/internal teams' expectations
- Confident and resilient with a proactive, 'can do' attitude
- Ability to produce accurate, volume workload under pressure
- Self-motivated and committed to getting the job done right and to time
- Identify and positively suggests improvements to ways of working
- Team player- wants to deliver for the benefit of the wider team
- Needs to be able to remain calm under pressure and ensure a logical thought process is maintained.
- Listening to others and seeking to understand with an appreciation of different approaches to achieve the same goal
- Taking ownership for clients' issues and challenges. Following them through to the end. Taking responsibility when mistakes are made
- Trusting and helping each other to play our part. Avoiding blame. Understanding how we are all critical to delivering the CVD vision
- Being committed to each other to do what we say we will. We are committed to simplifying our customers' working lives through our solutions
- Excellent presentation skills
- Strong written documentation skills
- Flexibility to travel throughout the UK
- Communication skills need to be clear and professional written and verbal communication

Desirable - Technical

- Knowledge of Palo Alto products and services would be an advantage
- Knowledge of Extreme/Cisco LAN and WLAN technologies and solutions would be an advantage
- Knowledge of Mitel's MiVoice Business product portfolio would be an advantage

Desirable - Business

- Understanding of the Charterhouse product set in order to offer best fit for the client's needs
- Knowledge of the relevant quoting tools with each supplier in order to generate a quote for the Sales Teams
- Understanding of the back-office processes and systems for all service departments including lead-times and costs for all aspects of the sale