



# Zen Internet Role Specification

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## **JOB ROLE: Pre-Sales Technical Consultant**

### **Key Deliverables**

The Pre-Sales Technical team is responsible for providing technical solutions to new & existing corporate customers on Internet & WAN, Managed Security, IP VPN, VoIP, Hosting and bespoke solutions.

This is an exciting opportunity for an experienced industry professional with strong core technical skills to join and add value to a dedicated and friendly team.

Responsible for actively driving and managing the pre sales process with direct and channel customers the Pre Sales Consultant must be able to articulate the company's technology and product portfolio, positioning to both business and technical users.

Primarily engaged in a presales technical consultancy role, the consultant will provide technical assistance and guidance during the pre sales process by identifying customers technical and business requirements, prior to designing a solution, consulting with technical teams about capabilities, and supporting business sales teams, account managers and partners on proposal activities.

### **Key Responsibilities**

- To attend meetings with potential Clients to determine technical and business requirements and ensuring that all necessary information is collated prior to producing a solution
- Provide technical solutions in a professional manner and to agreed timeframes
- Create and confidently deliver technical presentations internally and externally
- Deliver training on solutions and provide product support to channel partners and internal stakeholders
- Create internal design configuration documentation including network diagrams with technical explanations
- Work with Product Management to feedback on issues with current products and provide input around new products
- Builds productive relationships internally and externally, fostering teamwork by keeping colleagues updated on activities
- Perform technical development for bespoke solutions as part of a design and development framework
- Able to understand business drivers and risks involved to the customer and to Zen
- Sell technical solutions to the customer with professionalism and enthusiasm
- Provide accurate and timely management information, to include - activity reports, bid reviews, project forecasts, KPI's
- Adhere to the Company's Quality and Business Processes

- To structure and produce compelling sales proposals/commercial and technical documentation outlining the cost savings and business benefits to clients of using Zen Internets proposition
- To assume responsibility for running a bid team, where relevant
- Interface with the implementation / project team, articulating customer requirement, to ensure smooth transition from Sale to Delivery
- Ability to demonstrate Zen Internet products and technologies effectively to audiences of varied technical knowledge

### **Candidate Profile**

- In depth working knowledge of TCP/IP v4 and an understanding of TCP/IP v6.
- Strong interest in Internet technologies (routing, switching and general network infrastructure) including technologies associated with the ISP market.
- Comfortable working with hosting technologies including Windows and Linux based server systems, network storage systems and data centre services
- Working knowledge of current security issues and technologies concerning the industry, together with a demonstrable interest in keeping abreast with technical developments in this field.
- Good working knowledge of Internet connectivity methods including xDSL and leased circuit services using copper and fiber presentation.
- Knowledge of CPE QoS technologies including traffic prioritization and traffic shaping.
- Understanding of the lower level workings of VPN technologies including IPSEC and MPLS VPNs
- Cisco Certifications CCNA, CCDA & CCNP an advantage
- Fortinet Certification FCNSA & FCNSP an advantage
- Previous experience of requirements gathering, design and solution building and the ability to replicate this in a commercial setting
- Able to show and discuss a range of previous customer solution designs
- Be able to demonstrate familiarity with hosting as well as network solution designs and show integration between the two
- Be able to demonstrate familiarity with resilient solution design for networks and hosting and discuss security implications for the two disciplines
- Ability to develop effective working relationships internally at a variety of levels and work closely with commercial departments such as sales, operations and product development
- Organised and analytical, able to eliminate sales obstacles through creative and adaptive approaches
- Ability to cope under pressure and prioritise work accordingly
- Full drivers licence and willingness to travel through sales territory
- Project management experience a distinct advantage