

Technology Solutions Specialist

Responsibilities

Focus on Customer Infrastructure, Engineering Services, Managed Services, Planning and Growth

- Identifying Customer needs and opportunities
- Develop Staged Growth plan for customers

Grow Engineering Services, Managed Services and Hardware Infrastructure Business

- Grow business through selling Computelec solutions into existing and new accounts, with a primary focus on; total Computelec solution, higher level infrastructure solutions for schools, Engineering Projects and managed services.
- Grow Customer facing sales role (approx 50% of time spent out of office)
- Face to face and phone based solutions sales approach
- Acquire new business opportunities through targeting the Private Schools sector
- Customer meetings to be outcome based with a clear agenda, goals and objectives specified prior to each meeting using templates and systems provided
- Strong focus on customer service to ensure timely response to enquiries and proposal/quotes
- Creation of sales proposal documents
 - Liaise with product specialists to seek the most appropriate solutions for customers
 - Liaise with product specialists/Internal Sales to prepare customer quotes
- Follow-up quotes and proposals/tenders in a timely manner
- Engage Network Engineers (in a pre-sales capacity) where required and as appropriate
- Build and manage relationships at an association level to grow higher level business opportunities. i.e. Enterprise agreements, School Consortium deals, subsequently;
 - work with sales specialists to develop opportunities at customer level within enterprise/cluster arrangements
- Engage National Sales Manager & National Operations Manager where appropriate. I.e. Large opportunities where escalation is required. (Criteria to engage would be if a customer is at risk of loss or opportunity requires a Senior Manager)
- Focus on deals greater than \$50k (if <\$50k, must state reasons for engaging) and customers as allocated

Innovate

- Introduce new solutions to Computelec product and services portfolio as appropriate
- Educate Customer base about new technologies
- Presenting at Computelec and other Conferences

Solutions Selling

- Grow Computelec's Solution Sales approach
- Selling total infrastructure solutions (products and engineering services and managed services)
- Creation of an annual sales plan (calendar year) in line with goals set by Manager

Identifying Needs

- Generate leads for 1:1 and other areas of the Computelec business

Marketing Leader

- Work with Marketing and Product Specialist to develop Infrastructure Solutions Marketing Campaigns

Technology Educator

- Introduce new technologies to internal and external customers through training , presentations and workshops
- Update Online Technology Discussion Forum (when launched)

Reporting & Measurements

- Ensure all customer activity and opportunities are entered into Computelec's CRM following relevant customer contact (phone or on-site meeting). i.e. activity (meetings, e-mails, calls), customer opportunities and contact details
- Effectively follow systems and procedures as specified and required by manager
- Provide weekly activity report to manager (reports from data entered into CRM)
- Achievement of group product sales and margins budgets

Communication

- Attend sales and marketing joint team meetings
- Maintain open communication between all the key people involved in all opportunities, deals and projects

Other

- Undertake other duties as specified by Computelec

Skills

Proven skills in the following:

Solution Sales

- Owning sales cycle end-to-end: Prospecting, identifying needs, proposing solutions, technical product selection and recommendation, proposal writing, quoting, negotiation, follow-up, presenting, closing

Communication

- Making sure all involved in a project or deal (customer and internal team members) are fully informed throughout entire process. EG. If a deadline is missed all parties are fully aware of reasons why and action to come.

Presentation

- Confidently presenting large or smaller scale solutions/proposals to small or large group of key stakeholders, informal and formal style meetings.

Written

- Working with product specialists to create professional, concise and accurate proposals when responding to tenders or requests for business

Relationship building

- Confidently walk into a new customer site and develop immediate rapport with staff at all levels and manages this to develop long-term relationships

Negotiation

- Can negotiate price with customer and vendor when required, but focuses service and quality over price.
- Can say no to a customer where required but provides reasons why and offers a resolution that satisfies.

Customer Service

- Deliver on all promises made. Does not set false expectations to a customer.
- Prompt follow-up of all enquiries and requests for quotation (utilising Product Specialists)

Technical Competence

- Be informed on relevant topics, products and services and discuss product/solutions with confidence
- Entering a customer site and identifying needs through fact finding methods such as; asking relevant questions, listening, observation
- Talk with IT staff, business managers, executives and recommend hardware infrastructure, software and services in line with needs
- Confidently discuss industry trends, new technologies and existing products and services offering

Experience

- Proven experience in managing the entire sales process end-to-end; prospecting, identifying needs, proposing solutions, technical product selection and recommendation, proposal writing, quoting, negotiation, follow-up, presenting, closing
- Proven technical ability, ideally from a technical sales, product specialist role or network engineering background
- Dealing with people at all levels, including IT Technical staff, Principals, Executives, Managers etc

Personal Attributes

- An enthusiasm for ICT from a technical solutions perspective
- Talks confidently in front of existing customers or a new audience and at all levels
- Seeks and pro-actively pursues new business
- Build relationships easily and maintains them long-term
- A strong focus on delivering high customer satisfaction
- Good communicator

Training & Qualifications

- Higher education qualification (Business or IT related) preferred but not essential
- Current industry qualifications must include but are not limited to:
 - HP - ProCurve, Server & Storage
 - VMWare
 - Security – Symantec, CA, Sophos, Fortinet
 - Microsoft Systems and Server range
 - MCP (relevant to role)
- Must complete internal systems, policy and procedures training as outlined by Computelec
- Must complete annual training program as specified by manager to keep industry qualifications current and sales skills updated

Key Measurements

- Creation of Individual Annual Sales Activity Plan by 1st August 2010
- Creation and on-going management of customer account plans (utilising CRM Account Plan tool)
- Schools visited per week in line with plan. Sales visits must be strategically positioned, pre-planned, results orientated school visits from the target list
 - must reach at least 80 unique schools per FY
 - At least 1 lead generated every Sales Visit
- Activity achieved as per plan
- Internal and external Training regarding new products and technologies
 - 1 per quarter
- Maintain pipeline of at least \$500k - \$3 MIL (not limited during peak)
- Opportunities gathered and converted
 - New business conversion rate target: 80%

- Existing business target conversion rate 95%
- Customer service level
 - Responds to internal and external customers within 24 hours
- Achievement of annual budget targets
- Activity updated daily in CRM and fortnightly report to manager
- Effectively follow systems and procedures as specified and required by manager
- All vendor certifications are up-to-date, covering entire product portfolio

Career Opportunities

- Pre-Sales Technical (following a specific training path)
- Network Engineering (following a specific training path)
- Sales Management