JOB DESCRIPTION

Job Function: **Pre-Sales Engineering**

Job Title: **Solutions Architect**

Roles & Responsibilities:

1) Pre-Sales Role

- Primarily responsible for solving technical business needs of partner and/or end user by providing presales support (presentations, demos, POCs, proposal writing, compliance table and product briefings)
- Develop working proficiency on products and technologies through self-directed and formal training
- Responsible for qualifying requests for POC
- Set POC objectives with customer based on:
  - o Target loan duration of 2 weeks
  - o To drive POC for expected closure within the same quarter
- Independently present vendor's solution to end users during the first customer meeting **with the exception of:**
  - o C-level audience is present
  - o CIO/CTO/Technical Evaluators are involved in first meeting
  - o Strategic named accounts where vendors have indicated they want to be engaged from start of opportunity
- Managing key partners for the line of business with the Product Manager(s)
- Provide updates and training to partners from time to time
- Developing un-named end user accounts and partners / resellers jointly identified with Product Manager(s)

Key Measurements
- To be technically proficient and certified in product lines jointly identified with the Country Manager within the first 90 days from employment date
- To be able to carry out at least 2 POCs independently with minimal assistance from vendor
- Keeping POC cycles within the maximum duration of 1 month

Qualification, Skills, Knowledge and Experience:

- Degree / Diploma in IT / Computer Studies or equivalent
- Min 3 years hands on experience in deployment and troubleshooting complex multi-vendor network issues in LAN and WAN networks
- Strong knowledge of security and networking infrastructure environment
- Process good analytical, communication and interpersonal skill
- Self motivate, independent and ability to multi-task
- Continuous relevant certifications by respective products is required

* Please note: This Job Description is subjected to change by the Management or Reporting Manager as deem fit.