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TECHNICAL SALES ENGINEER

JOB DESCRIPTION

COMPANY	ROSCOM Ltd	LOCATION	Derby
REPORTING TO	Operations Director	JOB REF	Technical Sales Engineer

ROLE RESPONSIBILITIES

- Protect and grow a valued, loyal global client base.
- Create and deliver client presentations.
- Create and deliver client quotations.
- Create and deliver detailed and technical documentation.
- Create and deliver SLA's for services and service enhancements
- Create client presentations and technical product demonstrations to meets the customer needs.
- Build technical and commercial business cases by utilising all the Roscom tools and solutions.
- Carry out product training and commissioning.
- Carry out system control assessments.
- Support marketing with technical collateral.
- Support marketing and the commercial team by attending conferences, trade shows and other marketing events.
- Support and aid in tender/RFQ processes.
- Create client heartbeats and roadmaps on portfolio uptake and potential upsell.
- Travel and relationship management with current customers.

SKILL SET AND QUALIFICATION REQUIREMENTS

- Be able to show a good understanding and proven experience of customer relationship management
- Qualifications/ proven excellence in MS Word, Excel and PowerPoint; including creating high level professional presentations, complex spreadsheets and detailed technical documentation.
- Commercially driven to increase sales
- Experience and knowledge of telecoms.
- Previous account management experience
- Proven experience in understanding and managing commercial processes and requirements.

BEHAVIOURAL TRAITS

Roscom expects all of its employees to be able to show positive behavioural traits in the following areas as well as being a committed user of our (MHR) People First implementation.

- Attitude in the workplace – including self-analysis, drive and motivation, a positive approach and professional awareness.
- Communication – including internal and external engagement, availability, use of English Language and use of any additional languages.
- Workplace engagement – including compliance to company process and policies.