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Technical Sales Engineer

JOB DESCRIPTION

Reporting to Professional Services Manager Location Derby

The role of the Technical Sales Engineer sits within the Client division within Roscom.

Division - Client

Divisional Goal

- Protect and Grow a valued, loyal client base

Role Responsibilities

To aid the commercial team to maximise sales while delivering customer satisfaction

- Create client presentations
- Create and calculate client quotations
- Create detailed and technical documentation
- Create and present technical product demonstrations to how the solution meets the customer needs
- Build technical and commercial business cases by utilising all the Roscom tools and solutions
- Create training collateral including presentations with voice over
- Carry out product training and commissioning
- Provide technical consultancy to clients
- Carry out system health checks
- 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 roadmaps for clients based on portfolio uptake and potential upsell opportunities
- Deliver and ensure client best overall ROI while meeting the key business objectives at all times.
- Aid and support where necessary the customer support department according to SLA

Required Skills/Knowledge

ROSCOM HQ
Bateman Street
Derby, DE23 8JQ
United Kingdom
Tel : +44 1332 344990
Fax : +44 1332 206424



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- Preferred Background in Telecoms
- Preferred degree level educated (technical subject)
- Experience in a commercial client facing role
- Good marketplace awareness

Preferred Required Skills/Knowledge

- Be able to show a good understanding of clients' needs while managing expectations.
- Have excellent MS Word, Excel and PowerPoint skills including creating high level professional presentations, complicated spreadsheets and detailed technical documentation.
- Commercially driven to increase sales targets
- Excellent trouble shooting skills and ability to explain solutions clearly to a non-technical audience
- Good communications skills
- Proactive, highly self-motivated
- Confident and eager to embrace new technologies
- Team player with positive attitude
- Sage CRM experience (or other)
- Be able to interact with clients at a level showing professional commitment with a personal touch.

Additional Notes

Roscom has a global client base therefore travel is essential to the role and the Technical Sales Engineers need to be willing to travel overseas at sometimes short notice.

This is a client facing role so suited to a well presented individual with superb personal interaction skills. The Roscom technical sales engineer needs to be confident, technically credible and approachable.

This is a varied role that would suit an individual who is a quick learner, highly organised, technically minded with a commercial flair to spot opportunities and drive sales.