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# IT PRE-SALES ADVISOR

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***IT Sales***

***Full Time***

***Market Harborough***

## SUMMARY

As an individual with a significant interest in IT, you will work within our IT department and become an integral part of the IT sales department. You will offer IT product knowledge with a key focus on O2 products such as, McAfee, Box, Office 365, Intune, Just Call Me and growing our portfolio of IT products and services; Servers, Azure, Hyper-V, IAAS, PAAS, Firewalls and security. You will be offering advice and training to internal members of staff, you will provide Ad-hoc 1st and 2nd line support for our customers, identifying IT opportunities within Welcomm's customer base and enhancing the ability and confidence in the IT products set across the business. You will be responsible for engaging with customers for all IT and technical queries and seeing any cases logged through to completion building strong client relationships and work well individually or as part of a team.

As well as advising and supporting the pre-sales processes you will take part and own installations of IT products for our customers, identifying and solving issues that transpire whilst keeping the customer well informed.

This is a fantastic opportunity for professionals with 2<sup>nd</sup> and 3<sup>rd</sup> line support experience who want to develop their knowledge and skill set through a customer focused role. With the ability to combine a consulting role whilst continuing to own installations, the ideal candidate must be efficient, accountable and have a proactive approach to complex challenges as well as being able to deliver on time. The position requires a quick learner who is keen to adapt to new technologies alongside their day to day role.

## KEY RESPONSIBILITIES

- Being an expert in, and driving IT product sets throughout the business
- Training and development internally and externally
- Providing high quality customer service and professionalism
- Undertaking site surveys and visits
- Support sales team in their understanding of products and reaching targets
- Troubleshoot 1st and 2<sup>nd</sup> line IT issues and requests by telephone, email, remote access and on-site visits
- Creating & understanding reports in excel will be a huge benefit with a basic knowledge of financial data & analysis

Welcomm House, 24 The Point Business Park, Rockingham Road, Market Harborough, LE16 7QU  
Tel: 01858 410010

## JOB REQUIREMENTS

- Must have experience in and a thorough understanding of IT as well as Office 365 (Knowledge of Windows Server Operating Systems, Active Directory, DNS, O365 Migrations, Server migrations, Firewalls and security).
- Experience with Azure
- Experience with VMware desirable
- Experience with firewall programmes, WatchGuard is desirable
- Good literacy skills
- Confident, results driven and able to function independently or as part of a team
- Must have a full, clean UK driving licence
- Demonstrating products to senior business representatives
- Succinct analytical skills to identify customer needs and be able to propose a solution to benefit the customer
- Research and keep up to date with current technologies

## PERSONAL ATTRIBUTES

- Passion for IT and personal development
- Confident, results driven
- Time management skills
- Basic project management skills
- Ability to explain complex concepts in a simple/basic manner
- Ability to work under pressure
- Excellent phone manner
- Driven to 'go the extra mile' to deliver the best possible customer service
- Flexible and adaptable
- Trustworthy
- Demonstrate knowledge, skills, good judgement and integrity in doing your job
- Listen and provide solutions diligently and promptly
- Be answerable and responsible for decisions and actions
- Serve with motivation and dedication
- Work together to achieve a common goal with all teams and colleagues
- Be creative, adaptable and able to think outside the box
- Be humble and polite
- Provide a quality and efficient service to our customers

## DISCLAIMER

Please note that this job description is not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties. If your application is successful, the responsibilities, tasks and duties of Welcomm might differ from those outlined in the job description, and that other duties, as assigned, might be part of the job.