

JOB DESCRIPTION

Modern Workplace Pre-Sales Consultant

So you're looking for a new challenge? (Or place to call home)

We could be just what you're looking for...

We are a leading IT company. We love to look after our customers, our suppliers, and of course our people.

We have the history and the stability to offer job security, whilst at the same time we are always looking for new opportunities, new technology, and new ways of working in this fast moving and exciting industry.

Our clients are far and wide. Some local to our home in The Steel City, some as far afield as Mexico. Technology, plus quality systems and people, means that we can satisfy customers near and far, large and small.

We decided upon our values of care, dedication, professionalism, respect and trust a long time ago at a team day. These values still drive us on today, along with our purpose;

To provide our clients with solutions that have a positive impact upon their business.

To provide our people with an environment that has a positive impact upon their lives.

A few of the basics

- A compassionate, caring, fun and diverse office environment. We look after each other and we support each other.
- 'Extra' holidays – birthday days off, Christmas holiday 'deals' and more.
- A quality company pension scheme.
- Westfield health scheme that can include your family too.
- Health and wellbeing team – constantly looking for (non-compulsory!) ways to keep us happy and healthy – regular daily walks, company events and more!
- Free fresh fruit.
- Free Flu jabs...if you like a jab in the autumn!
- A special coffee machine that raises money for our charities.
- Pet days
- A quality office with free parking.
- Personal Development Plans – we love to help people achieve their goals.
- The backing of a team that want a great life for themselves and their families.

The job...

Modern Workplace Pre-Sales Consultant

Highlander is looking for an experienced Modern Workplace Pre-Sales Consultant to join our team. Reporting to the Technical Director, you will be responsible for cloud-based technologies that meet the business challenges of our customers.

Working closely with the commercial, technical and marketing teams, you will provide support and guidance to meet the ever growing needs our customers' businesses.

Responsibilities:

- Develop close working relationships with both vendors & distribution partners.
- Deliver 'Art of the possible' discussions, with overviews and demonstrations for customers and internal staff.
- Enhance the cloud portfolio by continuing to develop existing vendor offerings whilst also adding new relevant products and solutions.
- Identify opportunities to increase efficiencies in consumption and correct adoption of services for clients.
- Working with commercial and marketing teams, identify and generate campaigns based on our cloud-based technology portfolio.
- Translate the business requirements of clients into specific IT objectives, considering all aspects including budget, technical and strategic objectives.
- Articulate solutions' suitability and benefits up to and including C-level executive.
- Continuously develop knowledge of technologies and solutions in order to demonstrate value and differentiate Highlander.
- Be responsible for increasing quality, efficiency, proactivity, profitability and capabilities across the team.
- Ensure consistent levels of customer excellence is achieved by providing mentoring and guidance to the wider pre-sales team.
- Act as a point of escalation for the internal teams and customers for cloud-based technologies.

What we're looking for:

Essentials:

- Demonstrable experience in cloud-based solutions that solve business challenges using technology.
- Excellent written and oral communication capabilities, enabling clear and concise use of language, to articulate the value of Highlander's solutions and how they address customer challenges.
- In-depth knowledge of cloud-based solutions and services portfolios and their value to customers.
- Strong knowledge of Microsoft 365.
- Strong experience in identifying and delivering continuous improvement for your areas of responsibility.
- Experience working in a Consultant / Pre-Sales position with Microsoft 365.

Desirables:

- Experience working in Managed Service Providers and for customer organisations.
- Experience working with Google Workspace.
- Experience working with Microsoft Azure, Amazon Web Services or Google Cloud Platform.