



PRE-SALES ENGINEER

JOB TITLE: Pre-Sales Engineer

LOCATION: Johannesburg

Essential Responsibilities

- The Pre-Sales Engineer will assist with technical questions or concerns during the sales process and frequently participate in the initial portion of the project specification process.
- Collaborate with the sales support and account team by acting as a technical expert in developing customer presentations and proposals. In addition, determine the technical requirements to meet client goals and act as liaison between the organization's sales/business development and engineering groups. They also respond to requests for information or requests for proposals from customers, supplying the technical details of proposed solutions.
- Coordinate the transition between pre-sales specifications and implementation engineering once contracts have been awarded.
- Develop and cross sell product sets including Video Surveillance, IOT Monitoring, Access Control, Software and Electronic Safety products.
- Manages the process of developing a product or enhancing existing products to meet customer expectations effectively.

Key Performance Areas

- Conduct Assessments and provide designs for FS Systems International full range of Product Sets
- Develop integrated solutions across Product sets
- Engage suppliers, business partners, internal and external stakeholders when developing cost proposals
- Develop detailed technical submissions to support project scope of works
- Qualify and evaluate new products for commercial and technical viability
- Engage with supply chain team to co-ordinate logistic and supply chain requirements
- Manage internal project dependencies and communicate with internal and external stakeholder
- Establish and nurture business relationships with relevant internal and external project stakeholders
- Work with Internal (Pre-Sales, Business Development, Management, Senior project managers) and external (client, suppliers, partners) to identify needs and technical expectations of project
- Maintain and cultivate client relationships within strategic projects and/or accounts

Values / Requirements

- In-depth/Expert understanding of IT Hardware and physical networks – N+, INet
- In-depth/Expert technical understanding of IP Video Surveillance, Electronic Security hardware and software platforms, and Fire Detection Systems preferred
- Basic programming skills – SDK, API integration experience definite advantage
- Working knowledge of MS Office based products, outstanding understanding of MS Excel required

Preferred Qualifications

- National Degree/Diploma in Engineering or Information Technology; or three to five years of experience in a technology environment
- Work with Internal (Pre-Sales, Business Development, Management, Senior project managers) and external (client, suppliers, partners) to identify needs and technical expectations of project
- Manage client escalations and critical technical issues
- Maintain and cultivate client relationships within strategic projects and/or accounts

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