

JOB DESCRIPTION

Job Title: Avaya Pre-Sales Architect

Company: Damovo Global Services

Geographical Remit: Global

Location: Europe

Reporting to: Head of Pre-Sales

Overview:

Damovo Global Services (DGS) is looking to expand its Pre-Sales team and has an exciting opportunity for an experienced Avaya Pre-Sales Architect. DGS predominately works with System Integrators in a “sell through” and a “sell with” capacity. The focus of this role is to support the sales teams in the pre-sales environment to identify and create opportunities to grow relationships with both new and existing clients.

The Avaya Pre-Sales Architect will be part of the Pre-Sales Team and carries the primary responsibility of establishing, qualifying, understanding and validating the clients’ business and technical requirements to a sufficient level that enables them to translate these into a tailored communications roadmap. Each service offered should be “best fit” and targeted at meeting a clearly identified real business requirement of the clients’ organisation. The Avaya Pre-Sales Architect also provides support to the Sales teams in scoping and identifying strategies that allow for development and realisation of the clients’ business aspirations.

Solutions offered will vary in complexity and as such a requirement of this role will be to engage with Damovo’s Strategic systems integrators, partners and suppliers, and to lead multi-disciplined teams from within the client environment as well as appropriate support from within Damovo to build the final technical, service and pricing solution.

This role is strongly system integrator focused so it is essential that the Avaya Pre-Sales Architect is highly proficient in presenting to clients at all levels.

By taking responsibility for self-development, retaining a high level of general industry knowledge and by adopting a professional, enthusiastic approach to, the Avaya Pre-Sales Architect will build a relationship with the client that enables them to be recognised as their ‘trusted advisor’.

Key Responsibilities:

- Validate client designs and ensure they meet the needs of the business.
- Assist the sales team to understand the clients requirement and then to create relevant solution and service offerings.
- Engage with clients to understand their requirements and plan appropriate methods and timescales for required work.
- Engage with Damovo strategic partners and suppliers to fully understand their offerings and how they translate to the Damovo proposition.
- Capturing and documenting business and technical requirements of the client and validating the design principles.

- Ensure that technical input into proposals is of the necessary format and of a quality required to win the business.
- Owns the validation, design and documentation for any Avaya solution.
- Become the clients' "trusted advisor" for their communications needs.
- Lead workshops with all stakeholders to achieve desired outcome.
- Lead matrix teams to enable formation of best fit solution.
- Engage with the Service Operations team as appropriate to ensure a "best fit" solution is offered and proposals are complete and accurate.
- Assist the client to prepare and present business cases as appropriate.
- Ensure all solutions offered are in line with company capabilities.
- Take responsibility for ensuring the client is totally satisfied with the outputs provided and that any issues are effectively and promptly resolved.
- Keep abreast of technical, organisation, market, industry and business developments to ensure the challenges faced by the client can be fully understood.
- Build working knowledge of competing solutions and how to technically sell against them.
- Obtain and retain technical accreditations as required for the role.
- Develop and maintain effective relationships with all Damovo business areas and partner organisations.
- Liaise with Proposition Management for the introduction of services and products to the standard Damovo portfolio.
- Produce white papers and case studies as required.
- Undertake peer reviews and verification of documents prepared by colleagues within the Pre-Sales team.

Qualifications, skills, experience and knowledge:

- At least 5 years IT and telecommunications solution experience.
- Excellent understanding of Avaya Unified Communications (IP Office and Aura).
- Accreditation in Avaya Professional Design Specialist (APDS) is required.
- 2-3 years' experience in an Avaya Pre-Sales design role. The successful candidate will have worked within a pre-sales role and will have a strong record of success in the design and delivery of complex integrated technical solutions.
- Any other pre-sales accreditations would be an advantage – Cisco, Microsoft and Mitel.
- Experience in developing high level designs.
- Ability to see and present 'the big picture', architect solutions to solve customer problems, uncover business challenges and develop custom solutions to solve them.
- Excellent interpersonal, client facing, presentation and consultancy skills.
- Excellent report writing in both technical and business disciplines.
- Good analysis and design skills.

As this is a global role candidates must be flexible and be willing to travel to attend various customer meetings/presentations when required.

What's on offer:-

- A permanent role offering excellent benefits – pension, healthcare, life assurance, home working flexibility.
- Career progression in a growing ICT organisation.
- Global exposure dealing with major industry recognised partners.

If you find this opportunity of interest or would like to discuss further, please contact Laura Shortt at laura.shortt@damovo.com or call her on 00353 83 0093876.