

2 x EMC Presales Engineer

Location: Sydney

Duration: 1 x Permanent, 1 x Fixed Term Contract – initial 3 months with view to extend or become permanent.

Position Purpose: The EMC Pre-Sales Engineer is responsible for providing pre-sales technical support and quoting services to the channel partners and internal resources. The Pre-Sales Engineer is responsible for the pre-sales activity from quoting to time of order is received using Westcon Group and EMC processes and procedures. The Pre-sales Engineer will need to have an understanding of the Service Delivery Manager (SDM) role and provide assistance if the SDM is unavailable.

Position Summary:

Take queries, mainly via phone and email, regarding technical requirements;

Support Tier 2 resellers by designing technical solutions;

In conjunction with Westcon Group staff and EMC resources, assist channel partners to close current and new business;

Brief EMC BDM's on opportunities and/or issues;

Gain a thorough understanding of the clientele business, in conjunction with BDMs, resulting in constructive criticism, knowledgeable contribution, and pro-active sales support;

Order entry and management via Compass;

Generate and provide customer quotations using the EMC quoting and configuration tool;

Recommend product/technology solutions to dedicated customers;

Proactively follow up on quotations;

Maintain exceptional customer service, and consistently strive to exceed customer expectations;

Monitor & manage customer activity;

Monitor the performance of allocated accounts and set achievable strategies that will result in increased sales for Westcon Group;

Report all market information accurately to Westcon Group management.