

Presales Engineer - Team Leader

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Company: Ebtikar Technology Company

Location: Riyadh

Category: other-general

The main purpose of the Presales Team Leader is to support and co-lead the sales process by providing technical knowledge, designing and delivering solutions, and consulting on technical aspects of opportunities to ensure smooth integration and end-to-end solution positioning for clients.

Main Responsibilities:

Lead and manage a team of presales engineers, providing guidance, support, and mentorship to drive their professional development. Set clear goals, establish performance metrics, and conduct regular performance evaluations

Oversee the creation of customized solution designs and architectures that align with customer requirements. Ensure the team delivers high-quality, technically feasible, and scalable solutions that address customer pain points

Continuously evaluate and improve presales processes, methodologies, and tools to enhance efficiency and effectiveness. Identify areas for automation, streamline workflows, and implement best practices to optimize the presales function

Identify training needs and provide ongoing training and development opportunities for the presales team. Ensure team members are equipped with the necessary skills and knowledge to effectively support sales activities and deliver exceptional customer experiences

Provide full technical ownership and support to sales and account teams starting with

discovery till closure of opportunities.

Provide expert guidance and technical consultation to customers and sales teams in understanding their business needs and aligning them with Cisco's solutions. Act as a trusted advisor throughout the pre-sales process.

Identify opportunities to monetize professional services and help drive successful delivery of implemented solutions.

Collect technical requirements, challenges and identify integration points within engaged projects.

Collaborate with customers to understand their requirements and design customized solutions that effectively address their challenges. Create detailed technical proposals, architecture diagrams, and presentations to showcase the value of proposed products and services.

Effectively communicate the value proposition and benefits to customers, highlighting how the solutions meet their specific needs.

Take lead on client demos, presentations and POCs, covering business use cases and industry best practices.

Identifying and maximizing opportunities within the client portfolio to increase revenue by cross selling, extending networks and relationships in his area.

Understand market requirements, challenges and trends and provide feedback to steer the development of products' features.

lead as subject matter expert for products and solutions from technical and commercial point of view and keep track of any changes and upgrades.

Building strategic relationships with customers and striving to exceed their expectations by offering tailor-made end-to-end innovative and integrated IT solutions/ services to create unprecedented levels of customer service.

Stay abreast of industry trends, emerging technologies, and competitive landscape.

Continuously enhance technical knowledge and expertise to provide up-to-date guidance

and recommendations to customers and internal teams.

Team Collaboration: Collaborate with cross-functional teams, including product management, engineering, and professional services, to gather insights, share customer feedback, and contribute to ongoing solution enhancements and roadmap development.

Knowledge Sharing: Act as a subject matter expert within the organization, sharing knowledge and best practices with peers and junior team members. Contribute to the development of technical collateral, documentation, and training materials to enable the broader team.

Qualifications:

8+ years' experience in a similar role.

Bachelor's degree in engineering, computer science or technology, or any equivalent degree.

Have a strong skill set to provide end-to-end infrastructure solutions.

Strong technical knowledge and expertise in Cisco products, solutions, and technologies.

In-depth understanding of networking, security, collaboration, data center, or other relevant domains

Ability to design and architect complex solutions using Cisco products that align with customer requirements and industry best practices. Experience in creating detailed design documents, network diagrams, and implementation plans.

Strong customer-facing skills with the ability to engage with customers, understand their business challenges, and provide technical recommendations. Experience in conducting presentations, demos, and workshops.

Stay updated with the latest industry trends, emerging technologies, and advancements in Cisco products and solutions.

Strong analytical and problem-solving skills to understand complex customer environments, identify technical challenges, and propose effective solutions.

Relevant Cisco certifications such as CCNP, CCIE, or specialized certifications in specific Cisco technologies are highly desirable.

Excellent collaboration skills to work effectively with cross-functional teams, including sales, product management, engineering, and professional services.

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