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Presales Consultant

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Company: Black Box

Location: dubai

Category: other-general

Job responsibilities: Articulate technology and solutions to position Black Box's business offerings. Attend business meetings with potential customers to determine the customer's ask and pain areas and prepare best in class technology solutions. Understand underlying business risks of customer environment and build solutions offerings to help mitigate the issues of customers. Provide technical assistance and guidance during the sales process in consultation with internal and external teams. Oriented at Proposal Management (creating RFI, RFP etc.). Assist the sales team in qualification, pursuit and closing of opportunities Excellent Communication and analytic skills Good Interpersonal, Negotiation and Strong leadership skills Deep understanding of infrastructure (data center, network & end user computing) security / cloud security / managed security services / security operations center / compliance & risk management Should have expertise in telephony systems including Avaya Contact Centre systems, various voicemail systems, and Call Centre components Experience/strong understanding of Avaya legacy or VOIP systems, Voice Mail Systems, IVR, and Voice Recording Technology. Thorough knowledge and skill set of enterprise telephony systems and customer service applications both Premise and Cloud. Domain exposure to BFSI, Hospitality, Manufacturing, IT and ITES environment will be an added advantage. Skill Set required: - Must have 4+ years of total experience with relevant experience in presales. Must be well versed with server, storage, back up technologies Must be assertive, proactive and creative. Ability to meet and establish deadlines Flexibility and the ability to thrive in a fast-paced environment Consultative selling approach. Should be self-motivated and self-driven. Ability to guide the juniors Ability to forecast trends and typical

business requirements

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