

## ROLE PROFILE

<b>Job Role:</b> Technical Consultant	<b>Reporting To:</b> Head of Global Technical Sales & Solutions
<b>Functional Area:</b> pre-sales and services	<b>Location:</b> ip.access HQ, Cambourne, Cambs, UK
<b>Reference:</b>	<b>Date Created:</b> October 2018
<p><b>Job Précis:</b> To provide Technical pre and post Technical sales support to the existing and growing sales organisation worldwide</p>	
<p><b>Accountabilities:</b></p> <ul style="list-style-type: none"> <li>• Provide pre-sales Technical support to potential customers</li> <li>• Build relationships with key technical personnel from partner and customer organisations</li> <li>• Provide technical consultancy on the design and implementation of the ip.access product range to potential, new and existing customers</li> <li>• Project management, and potential on site delivery, of customer trials from initial sales contact through to the mass deployment phase and handover to the operations group</li> <li>• Provide 1<sup>st</sup> line technical sales support to sales teams, both internally within ip.access and externally to our extensive partner network</li> <li>• Assist in the initial technical evaluation of new and existing partners / distributors to ensure that they can represent ip.access in a manner expected.</li> <li>• Collate, check and present formal RFP/RFI responses internally and externally</li> <li>• Participate in the internal and external specification of new product offerings</li> <li>• Promote the ip.access technology and product to new and emerging customers</li> <li>• Assist the Customer and Professional Services teams when required</li> <li>• Promote the ip.access Support services (base SLA's and training)</li> </ul>	
<p><b>Role Requirements:</b></p> <ul style="list-style-type: none"> <li>• Degree or demonstrable experience in Electronics / telecommunications</li> <li>• Technical Sales and on-site delivery ability</li> <li>• Strong customer focus</li> <li>• Good IP Networking knowledge</li> <li>• Some GSM, UMTS and LTE Knowledge</li> <li>• An understanding of an RFP/RFI tender process would be nice but not mandatory</li> <li>• Good written and spoken skills, flexible working approach, self-starter.</li> <li>• Excellent presentation skills at all levels</li> </ul>	

- Strong, vocal communicator
- Ability to Travel Globally at short notice

**Competencies:**

**Business Awareness:**

Has a good understanding of telecommunications environment and mobile technology and is aware of new advances that are likely to affect the organisation and the wider market. Understands the impact of their role within the wider context of ip.access strategic goals and objectives. Able to take a pragmatic approach to solutions delivery in the context of customer needs.

**Communication:**

Possess strong communication skills and is comfortable in discussing ideas and solutions with others in order to successfully resolve issues. Identifies relevant information, who to communicate it to and the appropriate means by which to do so. Can communicate effectively with remote working teams. Able to convert information to the level required for the target audience

**Teamwork:**

Is comfortable working within a global environment and is able to effectively communicate across different time zones and with different nationalities. Has experience of working within a matrix environment and contributes positively and effectively to team goals. Encourages collaborative team spirit and maintains team harmony even when under pressure. Able to mentor and support team members in areas of own expertise.

**Personal Accountability:**

Is a self-starter, demonstrates a 'can-do' attitude and is able to adapt to new role requirements with ease. Demonstrates self-drive, focus and a determination to succeed. Applies initiative when required and takes ownership for achievement of own activities. Values the contributions of others and is able to accept and apply constructive criticism

**Flexibility:**

Extensive international travel, Working within and motivating a highly skilled team whilst maintaining their respect, Willingness to get up and do something, day or night / there and then, to fix a problem and then if needed jump on a flight, Motivating the customer to move forward and take on new products and technologies

Raised: