JOB DESCRIPTION

Pre Sales Solution Consultant

Responsible to:	Solution Architect
Direct Reports:	None
Salary:	Negotiable

TNP Overview

Based in the North-West, but operating nationwide, TNP are a key trusted partner of network infrastructure and cyber security to the Public Sector, with a focus in Local Government, Healthcare, Police & Fire and Education. As Public Sector experts, TNP have an impeccable customer service record along with strong case studies across all focus verticals and direct access to key procurement frameworks.

TNP know their market, understand the right product and service mix, and have a proven methodology for success in their key sectors across the North West. The strategy is to expand this approach into new geographic regions and deepen knowledge, expertise and relevance in the sectors they serve. This is your opportunity to spearhead a fantastic growth journey in a customer-facing role.

We want to make sure we have the best people for the job and provide genuinely equal opportunities for our people to thrive. Our recruitment process is designed with inclusion and equity at its core, and we encourage all our employees to work to deliver TNP's mission which is to be:

"The trusted long-term partner to public sector, delivering excellent outcomes in connectivity and security"

Underpinning this are TNP core values that encourage and support staff to work within a behavioural framework of:

People First, All in it Together
Never Stop Evolving
Do the Right Thing Always
Take Action Be Accountable

Role Overview

We are looking for an enthusiastic, high calibre IT/networking professional to join our dynamic company, who'll develop and deploy their skills in pre-sales solution design & support. You will support colleagues and customer with technical queries, gathering requirements, specifying compatible solutions and building low-level bills of materials including appropriate hardware, software, licences and professional services.

You will be able to work in a consultative manner from requirements definition through to high and low-level designs before handing over to implementation. You will continue to be involved with the customer during the implementation phase to facilitate the successful delivery of projects and for any future design issues or support escalations.

You will bring your experience in network implementation & infrastructure management, your skills in building network designs and use your excellent people & communication skills using them in a pre-sales role, supporting the sales team in designing and presenting solutions to customers.

You will be supported in your development with training from vendors including HPE, Fortinet & Cisco. You'll lead in complex solution designs and providing written input for tender responses. You will work collaboratively as part of an experienced Pre Sales team and able to draw on technical and other expertise across the business as required.

A large proportion of TNP's customer-base is public sector, currently offering services to local authorities, health, emergency services and education, including provision of managed Wide Area Networks, Local Area Networks, Wireless LAN and Security. Therefore, a candidate with experience of working in, or for, the public sector would be advantageous.

Main Function

To support sales & solutions teams in specifying, designing & presenting network and security solutions.

You will be able to use your knowledge of current networking & security technologies to provide design and cost inputs to bids and existing customer reviews. You will have a consultancy-led approach and excellent customer-facing skills. You will maintain excellent links with suppliers & vendors to understand their product portfolio and roadmaps.

Special Conditions

A Disclosure and Barring Service (DBS) clearance is a condition of initial appointment and ongoing employment.

Non-Police Personnel Vetting (NPPV) clearance may be required depending on the role.

The role may require occasional UK travel to attend customer meetings or vendor events which may require overnight stays and occasional work outside of business hours.

This post requires the ongoing possession of a full, UK valid driving licence. Car allowance is provided as detailed in your contract of employment; mileage expenses are paid for business travel.

Contacts

Name/Organisation	Reason	Approximate Frequency
Solutions Architect or nominated representative.	Day to day management, directions & instructions. Coaching, technical architecture support & direction	Daily
Sales Teams	Co-operative liaison throughout the sales cycle	Daily
TNP Internal	Team work	Daily

Customers & Partners	Consultancy, requirements gathering, design presentation, implementation & ongoing support escalation	Daily
Network providers & Hardware Vendors	Roadmap updates and maintain product knowledge, joint customer technology presentations	Weekly

MAIN DUTIES

1. Extensive customer liaison throughout the sales and engagement process, including customer calls and presentations
2. Acting as a point of contact for customers and assisting with hosting vendor demos/calls where required
3. Gathering customer requirements and presenting appropriate solution options to the customer
4. Production of high and low-level solutions designs, bid documentation and solution overview documentation
5. Production of implementation and test specifications for implementation engineers
6. Project lifecycle management through pre-and post-sales to implementation
7. Handle pre and post sales customer queries/problems
8. Generate bills-of-materials for submission & quoting by vendors
9. Support sales and bid teams in the production of customer proposals, quotations & tender responses.
10. Develop subject area knowledge, including product portfolio and roadmaps of key suppliers as well as competitive differentiation information for alternative solutions.
11. To maintain high levels of professional conduct, including but not limited to, cooperative engagement in tasks set, the exercising of initiative to suggest through line mangers improvements to the service provided, and clear and professional styles of communication at all times.
12. To assist in the evaluation and testing of new products and technologies, as directed.
13. Day-to-day support of internal and external projects including liaison with other parties as necessary.
14. Attendance and reporting to appropriate internal and external meetings
15. Such other duties appropriate to the grade as may be directed by the Board of TNP or its nominated representatives.

Person Specification

Criteria	Essential /Desirable	Application Form / Interview
Relevant qualifications in the field of network engineering (CCNA or JNCIA etc)	Desirable	Application Form
Relevant qualifications in the field of network and voice design (CCDA etc)	Desirable	Application Form
Full UK Driving Licence	Essential	Application form
Broad networking experience including protocol knowledge.	Essential	Application form / Interview
Experience of designing and deploying complex connectivity solutions, including Openreach circuits, Wide Area Networks, Internet Connectivity, Public Cloud Connectivity, Mobile/Cellular Data Solutions and Hybrid Networks for large organisations	Desirable	Application form / Interview
Experience of vendors within the TNP product portfolio: Juniper, Cisco, HPE Aruba, Fortinet, Palo Alto Networks	Desirable	Application form / Interview
Experience in Public Sector engagement either as a consultant, implementer, or employee (Local Government, NHS, Blue Light or Higher Education)	Desirable	Application Form
Experience in pre-sales gathering customer requirements, investigating options and translating into bills of materials and outline solution designs	Desirable	Application form / Interview
Excellent communication & presentation skills, both written and verbal coupled with an ability to maintain confidentiality.	Essential	Application form / Interview
Enthusiasm and a demonstrable capability for problem solving, with an ability to identify, prioritise and focus on key issues.	Essential	Application form / Interview

Ability to work both independently and as part of a team, with minimum day-to-day supervision. Commitment to approaching tasks proactively with flexibility and completion to a high quality of workmanship.	Essential	Application form / Interview
A flexible approach to areas of work which will include occasional work outside of standard office hours as well as travel.	Essential	Interview
Excellent attention to detail in all areas of work	Essential	Interview
Relevant professional qualifications to assist wider company objectives in project and service delivery. (ITIL, PRINCE2, MSP etc)	Desirable	Application Form
Commitment to undergo further training through operational requirements and personal development	Essential	Interview
Willingness to undergo vetting procedures required by customers, including NPPV3 (Non-Police Personnel Vetting) and/or SC (Security Check)	Desirable	Interview