

<b>Job Title:</b>	Microsoft Pre-Sales Solution Architect
<b>Department:</b>	Pre-Sales
<b>Location:</b>	Regional

## KEY PURPOSE OF ROLE:

The Microsoft Pre-Sales Solution Architect is responsible for working with Jigsaw24's customers to help steer and define their requirements, with the output being used to produce high level designs, technical solutions, and proposals in response to sales opportunities and requirements from customers.

The position is part of the Pre-Sales team who are technical experts/specialists and have a comprehensive understanding of both existing and new technologies. They use their skills and experience to promote the value of Jigsaw24 to new and existing clients.

## KEY DUTIES AND RESPONSIBILITIES:

- Assessing customer requirements to establish a solution/design that addresses customer needs and delivers them value.
- Attending customer meetings with the sales team to assist in technically qualifying opportunities and presenting Jigsaw24's services.
- Presenting and reviewing the solution in detail with customers in order to justify the basis and case for the design and commercials.
- Owning the end to end solution to ensure it is complete and robust.
- Working collaboratively with other technical and non-technical stakeholders to pull together complex solutions, ensuring they are robust and taking the solution lead where required to ensure a seamless design.
- Assisting in the development of opportunities for Professional Services and Consulting.
- Assisting and where required being the solution lead in the production of responses to tenders, proposals and tender responses, including design, pricing and supplier engagement.
- Preparing solution and commercial propositions for approval through the Jigsaw24 bid process.
- For won business, ensuring handover to operations for project delivery.
- Following internal solution sign off processes.
- Using agreed cost and pricing models to ensure accurate commercials are presented to clients.
- Creating the technical design and solution description documentation.
- Preparing presentations for face to face client meetings.
- Ensuring appropriate pricing and commercial tables and structures are created in line with the solution design for contracting and proposals.
- Staying current with market trends around technology and services relevant to the role.
- Attending training, events and webinars to help maintain and update industry, technical and services specific knowledge.
- Contributing to product development activities such as creating new technical services and defining costs of new offerings.
- Taking an active interest in Jigsaw24 and wider industry's IT services offerings as they develop.
- Ensuring customer deadlines are achieved and working with the sales team to help customers manage expectations.
- Providing accurate and timely management information, including activity reports, bid reviews, project forecasts and KPIs.
- From time to time, reviewing Jigsaw24's Management Policies to ensure full adherence and compliance with current legal, regulatory and company requirements.
- Under the direction of the department lead, undertaking 'ad hoc' assignments and special projects.
- To be compliant with company health and safety policy and legislation.

## SKILLS AND QUALITIES:

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- Excellent written and verbal communication skills.
- Must be able to articulate the company's products and services.
- Experience and a proven track record of leading bids and winning contracts of a range of value and size.
- Ability to understand complex customer requirements and portray those from the customer's perspective.
- Ability to understand a customer's environment to establish technical design and service requirements.
- Proven experience in creating similar Cloud and hosting solutions.
- Competent documentation/solution proposal generator.
- Strong analysis capability, and able to whiteboard and workshop solutions dynamically.
- A team player who can lead a virtual team across sales and technical functions.
- Able to operate up to CxO level when presenting, negotiating scope, technical deliverables and commercial positioning.
- Ability to operate, develop and create complex cost and commercial models.
- Willingness to be flexible with working hours where required to meet customer deadlines.
- Should have solution design experience of the following technologies:
  - Microsoft Server and VMware Infrastructure stack.
  - Microsoft Cloud Services, Office 365 including Microsoft Teams, Azure, EMS, Intune.
  - Microsoft SQL design principles.
  - Both Microsoft and other vendor backup, replication, disaster recovery and availability solutions.
  - Authentication and Identity Management services, including AD, Azure AD, MIM, 2FA and MFA.
  - Managed services.
  - Good general understanding of networking and security solutions for tier 1 vendors.
  - Desktop/EUC design principles.
  - Service Providing Licensing solutions eg SPLA, CSP and VSPP.
- Desirable but not essential experience of the following technologies:
  - Understanding of GDPR/data protection and governance.
  - Hyper-V and SCCM.
  - Microsoft Exchange.
  - Microsoft Skype for Business.
  - SharePoint Online.
  - Other public Cloud providers.
- Ability to develop effective working relationships and networks internally at all levels, and to work closely with departments such as sales, operations and product development.
- Experience of structuring transitional and transformational approaches to contracts.
- Minimum 3 years' experience (5 years preferred) in developing technical services propositions for clients.
- Ability to work under pressure and prioritise accordingly.

## Working Location/Environment

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Home based, although occasional out of hours work will be required to drive sales opportunities. Travelling to and from other Jigsaw24 office locations and customer offices will be required both in and outside of working hours. Occasional overnight stays will also be required.