

Job Title:	Audio Pre-Sales Consultant
Date:	August 2021
Location:	Flexible

OBJECTIVES

The Audio Pre-Sales Consultant is a key member of the Media and Broadcast Pre-Sales team and is responsible for working with Jigsaw24 customers to help steer and define their requirements with the output being used to produce high level designs, technical solutions, and proposals/SOWs in response to sales opportunities and requirements from customers. The Pre-Sales team are technical experts/specialists who 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.

RESPONSIBILITIES

- Assessing customer requirements to establish a solution/design which addresses customer needs and delivers them value.
- Attending customer meetings with sales to assist in technically qualifying opportunities and presenting the Jigsaw24 services.
- Presenting and reviewing the solution in detail with customers in order to justify the basis and case for the design and commercials.
- Running customer demos, scoping proof of concepts, and associated audio hardware and software.
- 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, consulting and support services.
- Assisting and, where required, be the solution lead in the production of responses to tenders, proposals and tender responses including design, pricing, and supplier engagement.
- Prepare 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 such as SOWs and proposals.
- Preparing presentations for face-to-face client meetings.
- Staying current with audio 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 new technical services and defining costs of new offerings.
- Taking an active interest in Jigsaw24 and the wider industry IT services offerings as they develop.
- Ensuring customer deadlines are achieved
- Working with sales to help customer manage expectations.
- Providing and maintaining accurate and timely management information, to include activity reports, bid reviews, project forecasts, KPIs.

KNOWLEDGE, SKILLS, EXPERIENCE

- Excellent written and verbal communication skills.
- Must be able to articulate the company's products and services in relation to the Audio proposition.
- Experience and 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.
- 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.
- Willingness to be flexible with working hours where required to meet customer deadlines.
- Ability to develop effective working relationships and networks internally at all levels, and work closely with departments such as sales, operations and product development.
- Ability to work under pressure and priorities accordingly.

Skills - Must haves

- A thorough understanding of professional audio systems, signals, interfaces and workflows.
- Experience of professional audio production environments.
- Operational knowledge and experience of Pro Tools, and a familiarity with the Avid Pro Tools product range.

Skills - Desirable

- Operational, support or installation experience in an audio production facility (post, music or gaming) or similar.
- Experience of shared storage for audio production.
- Experience of Dolby Atmos production and workflows.
- Operational knowledge of Avid Eucon Control Surfaces.
- Dante Level 1, 2 or 3 qualified.
- Fundamental networking skills (IP addressing, subnetting/broadcast domains, VLANs, DHCP, QoS, STP).

Where required we will provide training in:

- Avid ACSR in Pro Tools and S6.
- Dolby Atmos workflows.
- Dolby Atmos room design.
- Dante implementation.

WORKING LOCATION/ENVIRONMENT

This role is predominantly home-based but 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.