

Communications - Senior Technical Architect (Cisco)

- Reporting to:** Communications Services Manager
- Salary Range:** Circa £35,000 - £40,000 per annum, dependent upon experience, qualifications and ability. Plus B grade car allowance.
- Benefits:** 20 days paid holiday plus Christmas break. Private healthcare. Bonus scheme relevant to the role. Accreditation bonuses for targeted exams.

Professional Services Group

The Presales Group is a key business unit within the company and is comprised of all of APSU' Pre-Sales, Consultancy and Services Managers. It is a growing team responsible for architecting and configuring all of the solutions provided by APSU.

The Person:

- Confident and articulate with a consultative approach and strong customer client facing skills
- Forward thinking and a self-starter
- Possess a clear, professional phone manner
- Able to manage a varying workload and prioritise work based upon client requirements
- An excellent team player capable of collaborating with sales and pre-sales
- A flexible approach to working hours and travel throughout the UK

The Role:

The successful candidate will provide technical and product knowledge to aid the Sales Team in closing sales opportunities.

Key Tasks:

Day-to-Day activities will include, but may not be limited to:

- Advising the Sales Team on how the APSU Cisco / communications solutions can meet customers requirements both technically and from a business value perspective
- Providing configurations and advice
- Providing Services Definitions and Quotations, Risk Identification and Solution Assurance for solutions
- Producing quality solution documentation for the Sales Team for Proposals and Quotes
- An understanding of opportunity qualification is essential to ensure effective use of company resources
- Ensuring compliance with company and vendor procedures and documentation requirements for the presales part of the business process
- Attending customer-facing meetings when necessary to discuss technology, solutions and options available to meet a customer's requirement
- Design, clearly document and present network infrastructure and services solutions
- Identify and qualify customer requirements
- Articulate the benefits of an APSU Communications solutions
- Liaising with APSU communications consultants and project managers with regard to technical approach to solution implementation
- Work effectively with sales or as part of the presales team in integrated solutions

Measurement:

Measurement of progress/achievement will be made by periodic review and by accreditations /qualifications attained.

- Quality of solutions and associated documentation
- Internal and Customer feedback
- Incremental pipeline

Experience - Essential:

The Senior Technical Architect will have a solid technical presales background supported by hands on experience. Relevant accreditations and experience in a Consultative role at a CCNP/DP/SP/VP qualification will have been gained or close to conclusion. Training will be provided to enable keeping all relevant skills up to date and expanded to appropriate areas.

Experience in the following areas of Cisco technology, predominantly:

- LAN and WAN infrastructure
- Unified communications
- Wireless
- Firewall / VPN / Security / Web and Mail Filtering

Experience - Desirable:

Experience in the following areas would be an advantage in addition to the above:

- Managed service solutions
- Cisco Managed Services Channel Program (MSCP)
- Cisco Ironport
- Cisco WAAS
- HP ProCurve ASE or MASE
- Cisco WebEx
- Cisco Data Centre networking solutions
- Knowledge of other APSU products and services (Microsoft, Intel, IBM, HP) would be a benefit