



Position Description Statement

Position Title	Solution Consultant
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Functional Area	Sales
Reports To	Solutions Director
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Position Summary

Solution Consultant at EvolveIP is a dynamic role that provides support to both sales and operational teams. Core to this role is strengthening the sales team and partners in the pursuit of new business, this could take the form of delivering great product demos or working through customer requirements. It is a customer facing role and interpersonal skills are key.

The individual must be both highly technical and customer focused. Our partners expect them to be confident in front of customers, to answer direct questions and be highly knowledgeable about the EvolveIP product set.

Requirements

- Experience working in the technology sector, specifically with telephony, networking and collaboration
- Demonstration of meeting MBO & KPIs
- High level of Emotional Intelligence
- Excellent verbal and written communication skills (Dutch team in both English and Dutch)
- Ability to multi-task in high paced environment
- Ability to work directly with internal staff in a professional consultative manner
- Strong affinity with telephony and technology
- Ability to travel domestically and internationally, passport and driving license required

Responsibilities:

- Attend meetings and workshops with suppliers, resellers and customers
- Work closely and collaboratively with resellers/customers to devise effective solutions
- Review the market for new solutions/products that will enhance EvolveIPs service offering
- Present proposals/solutions to customers alongside members of the sales team
- Support the sales team producing detailed costings and RFP documents for customers
- Provide pre-sales solution engineering support to resellers/customers
- Aid resellers with project implementation and post installation support
- Provide on and off site resources to ensure successful project implementation
- Provide webinars and regular technical updates and demos to reselling partners
- Onboard new products and manage the lifecycle of existing products



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- Create collateral to support internal teams and reselling partners
- Provide training, onboarding, and continual support to new and existing partners
- Work methodically as a project manager to help deliver customer solutions

Competency Requirements:

- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyses information skilfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.
- **Communication** - Speaks clearly and persuasively in positive or negative situations; Writes clearly and informatively; Responds well to questions; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively.
- **Judgement** - Displays willingness to make decision; Exhibits sound and accurate judgement; Supports and explains reasoning for decisions; Includes appropriate people in decision making process; Makes timely decisions; Able to work independently.
- **Planning/ Organising** - Prioritises and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organises or schedules other Associates and their tasks; Develops realistic action plans.
- **Integrity** – Demonstrates high moral and ethical standards; Shows respect and consideration for others; Consistent in decision making, doing what is right, not what is easy; Trustworthy and honest in own actions
- **Accuracy** – Works consistently and methodically; Good attention to detail; Presents information in a clear and concise manner; Minimises errors in own work

Location:

Home-based with travel domestically and internationally (as required)