

25 May 2022

Library Management Solution Pre-Sales Engineer

Re: Australian job advertisement for LIB Pre-Sales Engineer
Full Time | Sales | Pre-Sales Engineer Libero PSELIB

We are looking for a specialist pre-sales engineer for providing pre-sales, technical and functional support to prospective clients. You will provide direction, specialist knowledge and have experience in technical tender responding, delivering high quality presentation and demonstrations.

Melbourne Based - Salary + Super

About Knosys

Knosys is a SaaS company that provides cloud-based knowledge management, library management and intranet solutions that brings processes, people and information together in an intelligent way. Knosys is an innovator in the field of SaaS (software as a service) based information management solutions used to deliver the right information at the right time to employees and customers alike.

This role is Melbourne based.

About the role

We are looking for someone who can articulate advanced product benefits as well as product strengths relative to competitors, product future direction and 3rd party complimentary products for **Knosys' Libero** solution, our **Premier Library Services Platform**. You will be a sales focused individual with a solution focused mind who can partner with clients and identify the most suitable products for their business. Reporting to the Sales Director, you will be responsible for supporting sales team members.

POSITION OVERVIEW

The Pre-Sales Engineer (PSE) supports sales productivity and deal flow. The PSE collaborates with sales, service, engineering, and technical support resources to ensure tender responses, proposed deals include technical solutions that accurately address customer needs and are appropriately supported by key customer technical decision-makers. The PSE is responsible for achieving a profit and productivity quota made up of the combined expectations of the sales resources, market, and/or channel supported. Reporting to the VP of Global Sales & Marketing who is responsible for the sales team that is being supported.

JOB RESPONSIBILITIES

- Understanding of Library management solutions is a must.
- Analyse Requests for Proposal and Tenders for business requirements for match to Analytics Products and Solution capabilities
- Active and integral participant in the RFP and Tender processes evaluating and completing documents and proposals in line with the required timelines.
- Perform market research to identify opportunities and competitive knowledge
- Works deals assigned to the sales team, prioritising effort based on maximising total impact on team productivity and profit, or as directed by the VP Global Sales & Marketing.
- Proactively scopes the technical solution required to address customer requirements, assesses customers met and unmet needs, and recommends solutions that optimize value for both the customer and Knosys.
- Secures input from all necessary solution stakeholders within Knosys. Adapts solutions, as necessary, to ensure appropriate support.
- collaborates with sales to ensure these opportunities are effectively covered and monitors customer support for technical solutions proposed throughout the sales process and alerts the sales and sales to potential risks of deal closure.
- Maintains deals sales process steps in collaboration with the sales team members
- Maintains high customer engagement and internal stakeholder engagement
- Completes required training and development objectives within the assigned timeframes
- Analyse Requests for Proposal and Tenders for business requirements for match to Analytics Products and Solution capabilities
- Active and integral participant in the RFP and Tender processes evaluating and completing documents and proposals in line with the required timelines.
- Secures from customer technical staff commitments needed to ensure a deal's "technical close."
- Meets assigned targets for profitable sales growth in assigned product lines, market areas, channel, or teams supported.
- Provides coaching and professional development to sales team members in order to enhance their product knowledge, technical acumen, and technical sales skills.

You will have:

- A degree or equivalent or relevant work experience
- An ability to lead and execute through a fast-paced/growth-oriented environment
- Minimum of 5 years pre-sales engineering experience in a B2B, enterprise level SaaS solution space
- The ability to take initiative, lead by example, and achieve consistent results.
- Comfortable working with a distributed team across regions
- Product certification, engineering credential or equivalent technical credential
- Strong interpersonal relationship, communication, and negotiation skills.
- Experience in HTML, CSS, JavaScript, SQL, Cache, Python a plus
- Previous experience in survey/data collection or market research software and systems, including pre or post-Sales support

Knosys provides a fun, flexible and inclusive work environment. Success is what you make it, and at Knosys we support you in this endeavour. If you are searching for a company that is dynamic and support your growth, you need to apply now.