

Job Description

Job Title:	Pre-Sales Technician (Voice & Data Networking)
Reporting to:	Managing Director
Location:	Our head trading office is in Wigan, Greater Manchester but travel will be necessary within the UK and internationally as and when required
Salary:	Circa £+ company vehicle or allowance
Hours of Work:	9:00am to 5:30pm Monday to Friday (38.75 hours per week) 45 minute lunch break

Job Purpose

A Fourteen IP Communications Ltd pre-sales technician possesses advanced technical knowledge and expertise gained through both technical learning and experience in the industry. The primary purpose of a pre-sales technician is to provide technical support to the sales team.

The role requires an ability to create both high and low level designs to meet both a customer's technical and budgetary requirements. A Fourteen IP pre-sales engineer is expected to possess expert industry & product knowledge in order to fulfil this requirement.

Main Duties & Responsibilities

- i. Provide pre-sales technical support to colleagues requiring assistance with equipment, hardware or service configurations and functionality. When required liaise directly with customers or prospective customers in relation to the same.
- ii. Perform a technical lead role in the review and response of RFP/RFI documents.
- iii. Writes technical specifications and make appropriate recommendations.
- iv. Attend customer meetings in order to deliver technical content and presentations.
- v. As and when required perform proof of concept installations for customer.
- vi. Conduct, review and document site surveys.
- vii. Conduct and take responsibility for the technical verification and sign off of solution design, configuration, interoperability and delivery cost assessment.
- viii. Have an advanced understanding of how voice and data communication equipment, hardware and services work and be equipped knowledge to design around common requests like redundancy & resiliency.
- ix. Keep up to date with latest product developments from our chosen suppliers and within the industry in general.
- x. Attend trade shows and events as required.
- xi. Participate in the technical handover of sales to the relevant project team. This will involve the creation of pre-defined documentation.
- xii. Be an escalation point for project manager's and installation engineers of previously sold projects.

- xiii. Establish and maintain effective interpersonal relationships with those contacted during the course of work.
- xiv. When required provides training, coaching and professional development to members of the team in order to enhance their knowledge and skills. At times it may be necessary to provide the relevant training on the use and functionality of hardware, equipment and services to customers and other relevant third parties.
- xv. Complete required training for the post and strive to meet other development objectives.
- xvi. Responsible (if applicable) for maintaining any technical or professional qualifications required for the post.
- xvii. Work towards the 'Fourteen Way'
- xviii. Perform any other / or additional duties as dictated by the needs of the business.

Qualification and Experience

The following is a list of preferred experience and qualifications for the role:

- Experience performing a similar role, preferably within the hospitality vertical.
- Display a deep product understanding of the chosen products and technologies provided by Fourteen IP including;
 - VoIP & SIP protocols along with manufacturer specific experience such as Mitel, NEC & Broadsoft.
 - LAN technology principal to a high level. Vendor certification from Cisco (ASE/MASE), HP (CCDP/CCNP) or similar from another vendor.
 - Security solutions such as Cisco ASA or WatchGuard XTM.
 - Access & Authentication protocols such as 802.1x & RADIUS
 - Experience of Mikrotik RouterBoard & RouterOS
 - WLAN design and configuration skill including a deep understanding on 802.11 & general RF principals.
 - Experience using Wi-Fi design and validation tools such as Ekahau Site Survey & Airmagnet Survey Pro is an advantage.
 - WLAN vendor certification such as Ruckus WiSE & Aruba ACMA/ACMP.
 - MDM solutions such as Aruba ClearPass & Ruckus Cloudpath.