

ROLE DESCRIPTION

Position:	Pre-Sales Support
Department:	Product Group
Reporting to:	Product Manager
Vision for the Role:	To provide comprehensive pre sales support services to the Doxim sales organization for all key products and processes
Overview	<p>As Pre-Sales Support you must be able to articulate technology and product positioning to both business and technical users. You will be the primary technical resource for the sales force. You will be responsible for supporting the technology evaluation stage of the sales process, working in conjunction with the sales team as the key technical advisor and advocate for our products. You must be able to identify all technical issues of assigned accounts to assure complete customer satisfaction through all stages of the sales process.</p> <p>The ideal candidate must be self-motivated with a proven track record in software sales and knowledge of technology. Comfortable in the dynamic atmosphere of a rapidly growing technical organization with an expanding customer base. Must possess strong presentation skills and be able to communicate professionally in written responses to emails, RFPs, and when submitting reports. Organized and analytical, you are able to eliminate sales obstacles by successfully representing the technical aspects of how the product solves specific customer problems.</p>

Key Responsibilities:

- Demonstrate competency as a technical subject matter expert by thoroughly understanding all Doxim products, features, functions, and benefits while being able to communicate this within all levels of an organization.
- Provide expert support for the technical portion of the client relationship, helping drive prospects to closure and supporting proof of concept / evaluations
- Work closely with Account Managers during the prospect needs analysis phase to assist in uncovering and clearly identifying a prospect's critical business issues related to technology/products.
- Work with sales, using a consultative sales approach to understand customer's business needs and processes to design winning technology solutions, as well as helping initiate and develop cross-sell opportunities within the account base
- Collect required customer information to help design and price solutions
- Create slide decks and related technical materials for presentation to customers
- Work closely with Marketing, Development, Professional Services and Client Services staff to ensure prompt responsiveness to clients' technical requirements, provide updates to Account Managers on current projects, and provide post-sales handovers for smooth transition through to implementation
- Create and update presentations and line-of-business-specific demo environments for the entire suite of Doxim solutions

- Partner with the sales team to deliver technical presentations and RFP responses
- Provide technical support for webinars, tradeshow and user group meetings on solutions, products, services and industry expertise
- Become knowledgeable in Salesforce.com to help with custom configuration, programming, reporting, contract tracking, product pricing and quote automation
- Conduct Web Demos and be conversant with the product capabilities, adaptations and applications

Business Skills:

- Exceptional written communication and presentation skills
- Strong technical aptitude to grasp the technical nature of Doxim products and their operating environments
- Solid financial acumen needed to investigate, analyze, and create appropriate pricing models
- Ability to forge relationships and communicate with stakeholders at all levels
- Detail oriented
- Ability to handle multiple priorities and meet deadlines
- Excellent Problem solving skills and ability to think on your feet
- Comfortable working in a high demand, challenging environment
- Ability to work as part of a team
- Strong interpersonal skills
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Experience / Qualifications:

- A degree in computer science or equivalent
- 3-5 years of demonstrable experience in a Pre-Sales or Technical Sales Engineering role
- Demonstrated technical leadership and subject matter expertise on document composition, document management, document imaging, workflow and data transformation technologies
- Experience within a SaaS environment
- Exposure to the financial services, community banking, and/or investment brokerage marketplace
- Exposure to, and understanding of how to enhance and customize salesforce.com implementations

Working Conditions:

- Work out of the Doxim Markham office
- Ability to travel (up to 15% of time)