

## **Technical Pre-Sales Specialist – Media & Entertainment**

### **About Jigsaw24**

Jigsaw24 are a leading provider of broadcast, production and post-production solutions, workflow consultancy and support services to organisations with creative requirements. We're one of the largest suppliers of Apple and Adobe solutions in the UK. We are also one of the few Avid Elite Partners for audio, video and storage in the world, enabling us to deliver end-to-end Avid workflows to production and post environments across the country.

Having spent over 25 years providing solutions to the creative markets, we know the importance of understanding the specific technical requirements of your business. That's why we have a large specialist team dedicated to the media and entertainment industry, whose goal is to provide the most appropriate technologies, services and solutions to meet the diverse needs of different facilities.

The combination of our 190 strong team at Jigsaw24 HQ in Nottingham (where our mammoth warehouse provides industry-leading logistics and stockholding) and specialist offices in Soho, Cardiff and Glasgow mean that we're perfectly placed to deliver specialist services to media companies across the UK.

Our service and customer experience centre in Golden Square, Soho, is set up to provide hands-on experience with the latest audio, video and storage solutions, as well as regular events with industry-leading manufacturers and content creators to help shape and understand the future of our customers.

### **About the opportunity**

As a pre-sales engineer, you'll have a key position within the Media & Entertainment team, helping us sustain our high level of customer relationships along with helping company growth.

Pre-sales engineers are responsible for providing technical solutions to new and existing customers. In this role, you will provide demos, manage proof of concepts, and provide solution strategy and design for a wide range of media-focused opportunities. You'll support sales productivity from a technical aspect, collaborate with sales, operations, and technical resources to ensure opportunities include the technical solutions that accurately address customer requirements.

### **What we're looking for**

This is an opportunity for an experienced industry professional with strong core technical skills to join and add value to a dedicated, friendly and innovative team.

You'll be responsible for actively driving and managing the pre-sales process directly and indirectly, with customers dependant on the opportunity. You must be able to articulate our portfolio, positioning to both business and technical users. Primarily engaged in a pre-sales technical consultancy role, the successful candidate will provide technical assistance and guidance during the pre-sales process by identifying customers' technical and business requirements prior to designing a solution, consulting with technical teams about capabilities, and supporting business sales teams, account managers and partners.

**You will:**

- Attend meetings with clients to determine technical and business requirements and ensure that all necessary information is collated prior to proposing a solution.
- Create and confidently deliver technical demonstrations and presentations, both internally and externally.
- Provide technical solutions of consistently high quality, and to agreed timeframes.
- Build productive relationships internally and externally, fostering teamwork by keeping colleagues updated on activities.
- Structure and produce compelling sales proposals and technical documentation.
- Manage the technical pre-sales process for numerous customers day to day.
- Interface with the sales, operations, technical and project teams, articulating customer requirement, to ensure smooth transition from sale to delivery.
- Focus on customer satisfaction and success.
- Continuously learn and update your skills with quickly-evolving technologies.

**To qualify for this role, you'll need:**

- Experience with performing customer facing activities as part of pre-sales team
- Commercial understanding, but with a technical focus.
- Communication skills, both verbal and written. English speaker able to deal with clients, colleagues and partners, experience presenting to a wide range of audiences.
- A self-starter with a can-do attitude, who is willing to get stuck in and relishes a challenge in learning new technologies.
- Strong customer-facing skills, demonstrated ability to communicate technical information to varying business personnel.
- Ability to tell a story to customers, both verbally and in written form, and show them how solutions can add value to their business.
- Strong sense of teamwork, integrity, self-motivation, positive attitude, ability to thrive in a fast-paced and dynamic environment.
- Ability to travel as required.
- Strong understanding of broadcast, post-production and media-orientated workflows.
- Experience in non-linear editing, shared storage and production asset management. Knowledge and understanding of multiple operating systems (Windows, Linux & OS X), networking architecture.
- Experience in virtualisation, on premise and cloud computing services is greatly desired.