



Job Description

Job Title	Presales Support Manager
Department	Solutions
Responsible For	Presales Support Team
Responsible To	Head of Technology Solutions
Main Purpose of Job	<p>Managing and developing a team of Solutions Specialists responsible for providing a first-class presales service to the Sales division. Duties of the team include opportunity triage/qualification, requirements gathering, BoM/estimate creation and supporting the wider Solutions team. Typical duties of the role will include:</p> <ul style="list-style-type: none"> • Leading the Presales Support Team – Lead the team in effectively dealing with the day-to-day activity of dealing with opportunities. This includes acting as an escalation point for the team, driving consistency of engagement and ensuring a rapid response to sales within a defined SLA. • Group and individual line management – Hold regular team meetings, one-to-ones, appraisals and assessments, manage performance, define and monitor individual KPIs and address conduct/capability issues in line with CDW procedures • Opportunities process – Ensure opportunities are correctly logged and tracked throughout their lifecycle and that data quality is to a high standard. Take active participation in the development and ongoing management of the opportunities tracking system. • Training & development – Drive training and development across the team to ensure it maintains the right blend of skills to deal with the incoming opportunities, meets CDW’s partner certification requirements and supports the individual coworker in their personal progression goals • Team growth – Support the continued growth of the Presales Support Team through recruitment, induction, non-technical training and management of coworkers • Sales enablement - Assist CDW Sales people in using the opportunities process effectively, providing training to new starters and answering queries • Internal collaboration – Maximise and leverage CDW’s investment in Solutions Architects and Specialists by building relationships with other areas of the business to enable delivery of a seamless presales experience for customers • Management reporting – Creating and delivering reports (e.g. pipeline forecasts) to the managers of other teams both within and outside of Solutions, e.g. Sales Management, Professional Services and the Head of Technology Solutions • Processes & procedures – Continual service review and improvement of all processes and procedures.



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Knowledge & Experience	<ul style="list-style-type: none">• Understanding the importance of business processes and compliance• Excellent communication and presentation skills• Excellent people management skills• Experience in dealing with a sales environment• Leadership and mentoring skills• Strong planning and organisational skills• Strong understanding of forecasting• Skills in Microsoft Dynamics CRM are highly desirable
Personal Attributes	<ul style="list-style-type: none">• Good organisational and decision-making skills• Analytical with exceptional attention to detail and quality• Excellent communication skills with abilities to coach and train• Self-motivated and looking for a challenge• Naturally proactive• Capability to grasp business complexities with a disposition for solving issues and driving optimisation of business processes• Positive, enthusiastic and supportive• Ability to take ownership of and progress queries to a resolution• Ability to work under pressure and apply existing knowledge to unknown areas• Passionate, professional and with a “can-do” attitude at all times• Excellent organisational and time management skills• Able to achieve potential, stay inspired and motivated