

Job Description

Job Title: Pre-Sales Consultant
Department: Pre-Sales and Product Development
Reporting To: Head of Pre-Sales and Product Development

The Company

Secure Retail is a leading supplier of Payment Solutions (eCommerce and Customer Present) along with hardware across all market sectors. We pride ourselves on being an agnostic, single source supplier, drawing on many years of in-house expertise to provide our end customers with a complete end to end and fully managed payment processing solution.

Aim of the Department

The department consists of a mix of colleagues from technical and business backgrounds, with the aim of providing an outstanding level of support to customers and suppliers in delivering services and solutions to win and maintain business. We support the sales process directly by engaging at a different level during the initial discussions, and throughout the implementation process. Additionally, the department is responsible for finding new products, partners and solutions within the payment industry, and taking these to market, including full internal training for all key stakeholders.

Purpose of the Role

The purpose of the role is to utilise knowledge of IT and payment industry best practices, products and services to assist colleagues and customers in achieving business objectives. Providing full support to the sales teams and customers / prospects.

Key Tasks

- To provide pre-sales consultancy and support to our Sales and Account Team. This involves, but is not limited to, the preparation of printed material and PowerPoint presentations, analysis of customer requirements, demonstration of products and solutions from a technical perspective and at a level and in a manner appropriate for the audience
- Frequent travel to site, throughout UK and Europe for face-to-face meetings
- Provide product implementation/integration consultancy to customers, partners and colleagues
- Manage integration projects directly or contribute to projects managed by customers or partners in which the company is participating at a technical level
- Collate and relay technical requirements from customers to Technical Services and Managed Services Teams, to assist in developing services to suit the requirement

Skills

- Conversant with Android, and Windows operating systems, together with an understanding of the payments eco-system
- A basic understanding of Payment Card Industry security standards such as PCI:DSS and P2PE would be advantageous
- Experience of requirements analysis and documentation
- Demonstrate strong analytical skills and a methodical approach to work
- Attention to detail, willingness to learn new skills, and problem-solving skills.
- Have a positive and proactive manner
- Self-motivation to expand knowledge and skill set
- Excellent communication skills
- Ability to engage customers directly and independently at the correct level
- Ability to efficiently understand and identify the root cause of a problem and offer effective resolution
- Working as part of a team is an essential requirement
- Experience of Cloud based, or SaaS solutions would be preferable
- A Basic knowledge of Networking (setup, configuration) and associated principles is required

Additional Information

The Company offers 25 days holiday plus Bank Holidays, Private Health Insurance, Pension and on-site gymnasium.

All employees undertake a DBS (criminal record check) and credit check.

Applications

Please send your CV direct to Rachel Waby (HR & Training Manager) rachelw@secure-retail.com by the closing date of 31 January 2022.