

Technical Pre – Sales Product Specialist (Sales Engineer), UK

London or Cambridge / flexibility to work from home

The Company & Product

Imagen helps sports and media companies manage and distribute their ever-growing video libraries, enabling fast, easy, secure and controlled access to content through a highly customisable content portal.

Speed to market, greater choice and ease of access are critical to maximising the value of content. Imagen allows rights holders to monetise near-live video assets more effectively via a premium content distribution portal. Offering pin-point time-based video searching, instant playback, online editing and high-speed file transfer, Imagen unlocks the full commercial potential in media libraries.

With customers including the Premier League, BBC Studios, IMG, BP, Press Association and many more, Imagen implements a unique set of processes and technical expertise to ensure that video is managed in the most efficient and cost-effective way. As the sheer amount of video data grows throughout the world, Imagen strives to create a platform that can generate more value from archive and near-live video.

The Person

Reporting to the Director of Professional Services, we are looking for an ambitious Technical Pre-Sales Product Specialist (Sales Engineer) to join our expanding UK team. This is a customer facing role supporting the sales and business development teams in the delivery of a leading software product and professional services. You should have excellent communication and written skills. The ideal candidate will come from a customer facing background, with experience of demonstrating and presenting software products. You will be a clear, confident communicator with the ability to engage customers and display a real passion for delivering excellent results and customer satisfaction.

- Estimate the effort required to deliver tasks, relating to projects/presales. Take ownership of tasks, which have been assigned.
- Prioritising tasks effectively to ensure deadlines are met.
- Support sales and marketing colleagues at sales meetings. Communicate technical information relating to the product accurately and effectively
- Deliver effective customer training sessions within allocated budget and tailored to meet the customer requirements
- Produce high quality and accurate documentation; including but not limited to: training manuals, customer proposal documents and tender responses.
- Use experience and knowledge of sales to promote product benefits to support the sales process and identify new opportunities.

- Ability to work in a fast-paced sales environment, flexible and able to handle unexpected events and shift directions when needed
- Work closely with sales team to deliver clear accurate bid and proposal responses on time
- Working with direct and informal management both locally, and from international locations

Experience & Qualifications

- 5+ years' experience in a customer facing sales engineer or solution engineer role
- Relevant education university degree in a field such as Computer Science, or Engineering preferred
- You should have experience of demonstrating and presenting SaaS software products to audiences of varying sizes and seniority
- Demonstrable successful experience of putting together RFI/RFP/RFQ bids and customer proposal documents
- You should have experience of working within a team, prioritising tasks and working to tight deadlines
- Strong time management, organization skills, and knowledge of sales cycles

The following list is not exhaustive, but considered indicative of skillset of the Technical Pre-Sales Specialist:

- Familiarity with Video, Image, Audio formats, types, properties and use
- Knowledge of DAM / MAM systems (Bonus)
- Knowledge of web design
- Understanding of cloud services and architecture
- Windows Administration
- Linux Administration
- MySQL and working with databases
- CSS/HTML
- PHP

Summary

This is a unique opportunity to join a fast-growing, award-winning company with an international and well recognised client base. In addition to a competitive salary, a comprehensive benefits package and 25 days' holiday (plus birthday and bank holidays) is on offer to the right candidate.