

JOB TITLE: Technical Presales/Project Manager

BASED AT: 46 Worship Street, EC2A 2EA

REPORTS TO: Technical Services Manager

Job Purpose

To provide Technical Presales and project management. In addition, covering technical support & ad-hoc consultancy (out of hours where required)

Key Responsibilities

- Provide technical presales for Infor SunSystems & Companion products
- Liaise with application project managers, account managers and clients to ensure successful technical planning of projects
- Keep up to date with product release information and keep the business updated
- Provide technical consultancy
- Produce estimates for patching & upgrades for clients
- Maintain Touchstone's Presales environment and liaise with other stakeholders
- Assist sales in answering technical sections of ITTs & RFP's
- Troubleshoot & Support technical product issues, such as:
 - Performance issues
 - Connection / Network communication problems
 - Incorrect configurations
- Install and update software on test lab servers
- Assist in building virtualised environments for consultants and presales department
- Learn technologies around core product sets (including Proactis, InforOS, SunSystems, Time@Work, and PA Products)
- Bring to the knowledge of the TSE BU Manager other products which may be added to the Touchstone portfolio and if required to carry out a technical assessment

Knowledge, Skills and Experience - Essential

- Technical knowledge of SunSystems v6, Infor OS, Q&A, PA Suite
- Knowledge of Windows Network & IIS
- SQL script writing & SQL Administration
- Knowledge of virtualised infrastructure
- Good communication skills, written & verbal
- Produce comprehensive and professional documentation including Systems Design Documentation
- Train other Touchstone resources and carry out knowledge transfer for new version of existing solutions or new products that are added to the Touchstone portfolio.