



Position: Pre-Sales Associate

Location: Lusaka, Zambia

About VIZTRANIX:

VIZTRANIX is an IT systems integrator specialized in providing comprehensive IT Solutions and Support Services for businesses in Zambia. We provide end-to-end IT solutions, from enterprise technology design and deployments, including virtualization, servers, and SAN, to network architecture design and installation and hardware and software retail, ensuring you get the right IT Services to meet your needs. With a wide range of in-house skill sets and partnerships with major OEMs, we deliver state-of-the-art technology solutions enabling enterprises and other clients to overcome business obstacles through technology during their digital transformation process.

Job Summary:

We are seeking a highly motivated Presales Associate to join our team. As a Presales Associate, you will play a crucial role in driving sales by providing support to the sales team through effective communication of product features, benefits, and value propositions to potential customers. You will be responsible for understanding customer needs, assisting in the creation of tailored solutions, and delivering compelling presentations to prospects. This role requires a combination of technical expertise, sales acumen, and excellent communication skills to effectively engage with clients and promote the company's products or services.

Roles & Responsibilities:

1. Communicate with potential customers to understand their business challenges, objectives, and requirements.
2. Conduct product demonstrations and presentations to showcase the features, functionalities, and benefits of the company's offerings.
3. Act as a primary point of contact for pre-sales inquiries, addressing customer concerns, and providing relevant information to facilitate decision-making.
4. Collaborate with the technical team to develop customized solutions tailored to meet the specific needs of prospective clients.
5. Analyze customer requirements and propose appropriate products or services that align with their goals and objectives.
6. Assist in preparing proposals, quotes, and other documentation outlining the proposed solution, pricing, and implementation timelines.
7. Develop a deep understanding of the company's products, services, and industry trends and stay updated on new features, upgrades, and advancements in technology relevant to the company's offerings.
8. Provide technical support and guidance to customers during the presales process, addressing technical inquiries and ensuring a clear understanding of product capabilities.
9. Build and maintain strong relationships with potential customers, understanding their needs and preferences.
10. Work closely with the sales team to identify opportunities for upselling or cross-selling additional products or services.
11. Assist the sales team in preparing for meetings, including gathering relevant materials, creating presentations, and organizing product demonstrations.



12. Participate in sales meetings, providing insights, feedback based on customer interactions and market feedback.
13. Track and report on presales activities, including lead generation, customer engagements, and conversion rates.
14. Serve as a primary point of contact for client inquiries, concerns, and requests, delivering prompt and professional responses to maintain high levels of customer satisfaction.
15. Build and nurture relationships with clients, gaining insights into their business needs and objectives to provide tailored technical solutions and recommendations.
16. Continuously enhance product knowledge, Technical and sales skills through training and professional development activities.
17. Engaging in any other duties or tasks as delegated, ensuring the fulfillment of job objectives within the overall objective of VIZTRANIX.

Qualifications & Skills:

- Bachelor's degree in IT, Computer Science, Business Administration, Marketing, Engineering or related field.
- General knowledge in sales, presales, or technical roles, preferably in the Technology industry or in an IT company.
- Strong understanding of sales and IT principles, techniques, and best practices, with the ability to articulate product value propositions effectively.
- Excellent communication, negotiation, and interpersonal skills with the ability to engage and influence potential customers.
- Technical aptitude and the ability to grasp complex technical concepts and translate them into understandable terms for non-technical stakeholders.
- Demonstrated ability to work collaboratively in a fast-paced environment, managing multiple priorities and meeting tight deadlines.
- Ability to build and maintain productive relationships with clients and internal stakeholders.
- Able to perform effectively in high-pressure environments.
- Strategic thinker with the ability to identify opportunities, solve problems, and make data-driven decisions.
- Results-oriented mindset with a drive for achieving targets and delivering exceptional customer service.
- Relevant certifications such as Cisco Certified Network Associate (CCNA) are a plus.
- Must have a valid driving license.

Note: This job description is intended to convey information essential to understanding the scope of the role and is not exhaustive. Duties and responsibilities may be subject to change based on business needs and evolving requirements.

Join VIZTRANIX and become a key player in driving our growth and success in the dynamic IT industry. Apply now and unleash your potential!

To apply, please send your detailed resume and cover letter to careers.sales@viztranix.co.zm