



# CAREER OPPORTUNITIES

## Job Description: Sales Engineer, ANZ

### WELCOME TO PCI PAL

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. We are integrated to, and resold by some of the world's leading business communications vendors, as well as major payment service providers. We are currently looking for a Sales Engineer as part of our plans to establish a team as we seek to increase our proactive sales drive into Australia. PCI Pal has a number of well-known customers in Australia, as well as partnerships with some of the leading communications providers. The successful candidate will be based in or near to Sydney.

### THE OPPORTUNITY:

The Pre-Sales Engineer will be a product expert for all PCI Pal solutions offerings.

You will provide primary technical sales support and product expertise to the Sales Team and Channel Partners, ensuring solutions are suitable to clients' needs and the environment within which we are deploying. In addition, this position will work closely with the Professional Services Team in the handover of new business projects, overseeing implementations of given services. Experience of SaaS is critical, and it would be beneficial if you have experience of any of our industry touch-points including business communications (CCaaS / UCaaS), fintech, or cyber-security.

### YOU WILL BE RESPONSIBLE FOR:

- Providing technical sales expertise to the sales, operations and other internal teams, and channel partners
- To ensure client requirements are understood, and oversee the handover from sales to project delivery
- Ensure that technical aspects of the sales process are covered prior to contract engagement with prospective clients
- Present technical demonstrations to prospective clients
- Work closely with the Professional Services department (project management and support desk) to ensure new projects are delivered efficiently and to sold specifications.
- To assist the Sales Team in completing technical input for proposal and tender submissions
- To assist the project delivery team, in particular in liaison with clients' staff, by phone, email, and on-site during project implementation.
- Keeping up to date with advances in the customer experience/call center and card payments industries.

### WE WANT TO HEAR FROM YOU IF YOU:

- Have technical experience in SaaS solutions in any of the following markets: business communications (inc. contact centre), fintech and payments, or cyber security.
- Knowledge of contact centre environment and applications: connectivity (for example, SIP trunking), interoperability (CTI and web services), and desktop applications like CRM and ERP (ex. Salesforce, Oracle, SAP, etc).
- Experience supporting B2B software sales both directly and through business partners (resellers and referral partners)
- Ideally have an appreciation of telephony platform providers (for example MS Teams, Mitel, Avaya, Cisco) and UCaaS/CCaaS service providers (8x8, Genesys, InContact, Vonage, Talkdesk) .
- Have a good understanding of contact center technologies, including telephony, connectivity, and desktop applications.
- Are self-motivated, passionate, and determined, with a desire to overachieve.
- Are an excellent communicator with a passion for learning, able to gain knowledge quickly in a fast-moving marketplace and share this with audiences.

### IN RETURN WE OFFER:

- 25 days holiday
- Company share options
- An exciting and flexible working environment supported by friendly and committed co-workers
- Training and development opportunities
- Team events
- Access to an employee assistance programme and wellbeing support hub
- Team events
- Ad-hoc incentives and competitions

### TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact Rachael Drouet, People and Development Manager at PCI Pal ([rachael.drouet@pcipal.com](mailto:rachael.drouet@pcipal.com)).