

Technical Presales Engineer

BlueRidge IT- Dubai Silicon Oasis (United Arab Emirates)

Job Description

BlueRidge IT is seeking a Technical Presales Engineer for our Cloud Technology Solutions. This role involves understanding customer requirements, presenting them with technical solutions, and demonstrating to them how our products or services can meet those needs. The Presales Engineer will closely collaborate with the sales development and service delivery teams to drive revenue growth and build strong customer relationships. This position will contribute to the company's sales process and help our customers make informed decisions.

Duties & Responsibilities

- **Technical Expertise:** Develop an in-depth understanding of the company's products or services and stay up to date with industry trends and technologies. Expertise of Microsoft Infrastructure, Security and Cloud Solutions is a must.
- **Customer Engagement:**
 - Work with the marketing team in prospecting and qualifying leads.
 - Engage with potential clients to assess their technical requirements and business challenges.
 - Build out the proposals/ engage in RFP process.
 - Market research.
 - Data and customer analysis.
 - Crafting a unique selling proposition.
 - Preparing call scripts for outbound sales.
- **Solution Presentations:**
 - Identifying solutions to customer pain points.
 - Create and deliver compelling technical presentations, demonstrations, and proposals that showcase the value of the company's offerings.
- **Customization:** Collaborate with the product development team to tailor solutions to meet specific customer needs, ensuring alignment with technical capabilities.
- **Technical Support:** Provide pre-sales technical support, answering customer inquiries, and addressing concerns about product functionality and compatibility.
- **Product Knowledge Transfer:** Train teams on the technical aspects of products or services, enabling them to effectively communicate benefits to customers.
- **Proof of Concept (PoC):** Collaborate with customers to design and execute PoCs to validate the effectiveness of proposed solutions.
- **Technical Documentation:** Prepare and maintain technical documentation, including proposals, case studies, and technical specifications.
- **Competitive Analysis:** Stay informed about competitors' offerings and market trends to effectively position the company's products or services.

Requirements & Qualifications:

- Bachelor's degree in a relevant technical field (e.g., Computer Science) is often preferred.
- 3 - 5 years of industry experience in UAE within Tehcnology sector, including min two in sales or consulting.
- Expertise of Microsoft Infrastructure, Security and Cloud Solutions is a must.
- Proven experience in a technical role, such as software engineering, system administration, or technical support.
- Strong problem-solving skills and the ability to translate complex technical concepts into clear, customer-friendly language.
- Excellent communication and presentation skills, both written and verbal.
- Customer-focused mindset with the ability to build and maintain strong customer relationships.
- Familiarity with sales processes and the ability to work collaboratively.
- Willingness to travel occasionally for customer meetings or demonstrations.
- Knowledge of industry-specific tools and software / Cloud Technologies is required.
- Relevant certifications (e.g., product-specific certifications) are a plus.

Company Description

BlueRidge IT is a technology solutions provider specifically focusing on Microsoft Cloud Solutions. These include Microsoft 365, PowerApps, Power Platform, PowerBI, Microsoft Azure, Enterprise Mobility Suite, SharePoint, MS Dynamics 365 and Microsoft EPM. We hold Gold Competency indicating Microsoft's recognition of our expertise with their technologies and our proven record in surpassing customers' expectations.

Our staff have a passion for technology and specialize in providing consultancy and cloud solutions to organizations of all sizes, including but not limited to Healthcare, Oil and Gas, Government, Education and Professional Services.

What We Strive For

Mission & Vision

To provide our clients with innovative, secure, always up to date, and cost-effective information technology transformation solutions that bridges the gap between Technology and Business.

Our Values

We are passionate about what we do...by providing our clients with the tools to maintain and embrace transformation, and we always steer away from procrastination tactics or ones that build consultant dependency.

Our Niche

Deliver compelling business benefits to any organization seeking to improve their IT department's prowess, enhance their skills and agility, reduce risk, and improve service levels and lower costs.

What We Do

Cloud Migration

As a Microsoft Gold Partner and trusted Cloud Advisor, we help organizations embrace cloud-based Solutions such as Office 365, Windows Azure, Windows Intune, EMS, CRM, and Dynamics 365. We handle everything on Microsoft Cloud. This includes Licensing, Hosting, Deployment, Migration, Operations and Support.

Application Deployment

We create and deploy mission-critical business applications that scale with our customer's business and growth objectives. We provide hosted or on-premise application deployment services such as PowerApps, Power BI, PowerAutomate, Enterprise Project and Portfolio Management Solutions, Microsoft Dynamics ERP & CRM, SharePoint Services, and powerful Azure websites and web apps.

Managed Services

As a Trusted Cloud Advisor, we offer complete IT service management solutions supporting all our customers IT Infrastructure needs. Systems are monitored and supported both remotely and locally 24/7 by our managed IT services team while ensuring efficient operation with flexible offerings like Microsoft Azure, Office 365, Dynamics 365 and more.