

Midwest Consulting Group



Midwest Consulting Group was founded in 1994 with the idea of helping Companies and Employees grow. Let us help you in your search for the right job.

Sales Implementation Engineer

This position will assist in all pre/post sales requirements for customer implementations of software products and services. This includes actively engaging clients and guiding them through the process, working in conjunction with the sales team and potential clients to determine goals and objectives and act as a technical advisor and product advocate for products and services. This person must be able to articulate the appropriate technologies and product benefits to both business and technical users. Must be able to identify all technical requirements and assure complete customer satisfaction through all stages of the sales process. Working closely with all other departments including Engineering, Operations and Product Development, this role will be the key to listening to clients' needs and communicating with internal teams for pre-project planning and project management for services.

Coordinating customer-facing activities in the sales process including needs assessment, goals and objectives definition and proposal creation for software and services.

Leading software implementations from start to finish including defining and managing scope, leading business requirements gathering and solution design, managing customer and internal resources to configure and build the software and/or system solution, implementation planning and transition to customer support.

Oversee and coordinate production of key documentation in support of implementations, including statements of work, customer proposals and contracts, project plans, solution design documentation

Able to convey customer requirements to product development team(s)

+ Provide regular internal and external status and management reports on the progress of customer sales proposals and implementations.

Remain point of contact for customer for all follow-up sales and support requests. Maintain regular contact with customer to determine any additional sales opportunities.

Work with Manager to provide timely progress reports on project status to all departments.

Drive excellence within every department by continuously providing constructive feedback on process improvements, individual / team behavior, and interactions.

Ability to travel domestically 25%

Minimum 3-5 years of work experience in technology product implementation, account representative role or similar field.

- Knowledge of Adobe applications preferred
- Must be efficient, organized, analytical, detailed oriented and excel at problem-solving
- Experience in facilitating client meetings and a general understanding of technology, workflows and production methodologies necessary
- Ability to eliminate sales obstacles through creative and adaptive approaches
- Working closely with the sales team, must possess strong presentation skills and be able to communicate professionally in written responses to emails, RFPs and when submitting reports
- Comfortable in a dynamic, fast-paced atmosphere of a technical organization with a rapidly expanding customer base
- The ability to multi-task and work within tight timelines is critical to this role

Education:

Bachelors degree or equivalent experience required.

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If you feel you are qualified for this position please forward your resume to Resumes@mcginfo.com or PatrickD@mcginfo.com Or Call us at 913-693-8200 800-370-0657