



Job Title: Business Pre-Sales Executive
Reporting To: Business Products and Solutions Manager
Duration: Permanent
Location: Dublin- East Point

About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door – you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

About the Role:

- To assist the sales team by providing technical solutions to deliver next generation telecoms services to the MLE, SME, Wholesale and Public sector.
- Provide multisite WAN solutions to include internet / voice & disaster recovery.
- Layer3 ipvpn services.
- Assist the sales team in qualifying the prospective client's suitability for solution offerings.
- To assist in the ongoing competitiveness and profitability of the Business.
- Creation & review of technical marketing collateral.
- Strive to provide new innovative services and solutions, and refinement of the existing portfolio
- To foster and promote an environment of mutual trust, respect and dignity in the workplace.

Specific Tasks & Duties:

- Provide technical assistance and solution development to the sales team and clients.
- Ensure all Business Planning Enquiries are dealt with in a timely and accurate manor.
- Liaise with Stores and project Management team to ensure that B2B stock levels are at a sufficient level.
- Work with the SME team & SME Customers to evaluate Voice and Data solutions.
- Support the Sales team at meetings with clients and in responding to requests for tender.

- Provide assistance in support call record (CDR) analysis
- Make sure the correct process and procedures are followed within the business lifecycle from opportunity to design and sign off of technical solution.
- Project manage and guide solution implementation and performance post-sale.
- Ensure all presales documentation is up to date.
- Place orders for 3rd party tail services.
- Ability to work of your own initiative.

Competencies Required:

- Minimum 3 years' experience within a technical function with specific experience of data, voice and internet services in the telecoms market.
- Third level qualification, preferably a Degree in the Technology/Engineering discipline
- Familiarity with Cisco CLI. Cisco certification preferred (CCNA, CCDA, CCNP)
- Strong understanding of the Business Market and associated technologies.
- Comfortable using network management software.
- Comfortable discussing technical solutions with customers.
- Experience with at least 4 of the following technologies:
Fibre, fixed wireless (Radio), DSL/VDSL, Wi-Fi, Layer2 / Layer3, , Voice PRA & SIP Trunking, Security/firewalls,
- Strong understanding of telecoms and ISP industry, backbone networks, virtualisation, Cloud, SDN & emerging technologies.
- Familiarity with Word, Excel, Project, Visio and similar applications.

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension, and, of course, discounts on our fantastic mobile, broadband and cable.

Ready to TURN IT ON? Apply jobs@virginmedia.ie

Not your ideal job? Visit our career page to view all of our other open vacancies; <http://www.virginmedia.ie/careers>

Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.