

| | |
|---------------------|--|
| Region | Australia & New Zealand |
| Job Title | Technical Sales Manager |
| Reporting To | Country Manager - Australia & New Zealand |
| Location | South Yarra, Melbourne, Australia (Hybrid) |

Job Purpose

- As a Technical Sales Manager at Castles Technology Australia, you will be the first technical point of contact for customers and partners, playing a crucial role in the design and implementation of Castles Solutions.
- You will collaborate closely with the sales team, acting as a technical advisor to both clients and prospects.
- Your mission will include understanding client needs, mastering Castle's product and solution offerings in order to provide advice and sometimes Level 0 support to Castle clients and partners
- You will play a key role keeping both customer and partners organised and on track to timeline and outcomes agreed by all parties.

Main Objectives & Activities

Sales support :

- Support presentations and demos of Castle products and solutions for clients and partners, providing a comprehensive overview of their features and benefits.
- Support the execution of NDA's, sales contracts and tender documentation.
- Provide product, solution and technology expertise for the sales team in the tender response process.

Project Management:

- Technical Pre-sales and product support for customers and internal sales team
- Organise and manage sales and implementation projects to deliver the committed products on time and within budget, being responsible for the entire delivery (multiple coordinated projects).
- Ensure visibility for the sales team regarding project status, timelines, risks, and proactively raise alerts when necessary.
- Work proactively to anticipate customer escalations by monitoring issues and collaborate with the technical support colleagues to resolve issues.
- Continuously identify and propose process improvements and meet or exceed defined KPIs.
- Manage product customisation projects.
- Submission of SDK, demo samples and training material

Customer Assistance:

- Act as the first interface by being able to support clients and partners with technical tasks/questions, or by providing documentation.
- Develop technical solutions or proposals based on customer requirements with the support of the technical support team.
- Assist customers in implementing and configuring payment solutions, ensuring seamless integration with their existing systems together with the technical support manager.

- Serve as an escalation point for systemic product/solution issues and helping to resolve
- Documentation and Method:**
- Contribute to creating and maintaining documentation for operating procedures, FAQs, and best practices for internal and external stakeholders.
 - Create and maintain project dashboards to provide visibility to transversal teams (sales, technical team, management).
 - Contribute to the maintenance of the pre-sales and project toolbox.
- Communication:**
- Communicate effectively with clients, both technical and non-technical topics and follow up on clients' requests for achievement.
 - Collaborate with cross-functional teams to convey customer feedback and contribute to product improvement.
 - Act as an external spokesperson at client meetings and events.

- Required Knowledge & Experience**
- At least 2 years in a similar role, preferably in the payments industry, with responsibilities spanning pre-sales with an understanding of product management and technical delivery processes.
 - A strong knowledge of the payments industry in general
 - Must be a very capable communicator and be comfortable working with a wide variety of corporate executives, sales, marketing, engineering, operations, customers and business partners.
 - Proven teamwork; excellent interpersonal, written and oral communication and presentation skills
 - Ability to effectively communicate technical information to non-technical stakeholders.
 - Analytical skills, openness for learning new technologies
 - Focus on timely execution; meeting client expectations
 - Ability to work in a cross-functional, cross-cultural environment
 - Flexibility in daily activities and availability for occasional travel.

This Job Description will be kept under review and may be amended from time-to-time following consultation with the post holder, to reflect organisational needs.

Agreed:

Name _____ Signature _____ Date _____