

Job Description

Solution Consultant

EasyVista, a global leader in Enterprise Service Management and Customer Support Management, is currently seeking a Solution Consultant to join our team. Become part of a dynamic, growing company with great benefits and opportunities for growth. We would welcome your help in taking great care of our growing list of enterprise customers.

As a member of the US team, and reporting to the Director of Sales, the Solution Consultant will be responsible for providing pre-sales software sales support on EasyVista's Gartner Magic Quadrant IT Service Management and Self Help intelligent knowledge management with chatbot SaaS solutions for enterprise-level customers.

Key Duties

- Provide software support throughout the entire sales cycle to drive opportunities including the discovery call, presentation, and demonstration of our solution.
- Collect and qualify technical information from prospects regarding requirements to deliver impactful solution presentations that illustrate business value.
- Design and build new or code-free customized demonstrations for prospective clients and for use by sales and other solution consultants.
- Explain the solution's functional and technical capabilities aligned with prospect desired outcomes.
- Work with EasyVista professional services and partners to estimate implementation efforts for projects and the technical solution deliverables.
- Actively participate in sales calls involving complex technical or functional ESM, CSM, and Self-Help requirements.
- Research, compose, and deliver responses to RFPs/RFIs. Interact with prospects to clarify requirements and review RFP/RFI responses for accuracy.
- Utilize competitive information, research, and explain the capabilities and differentiators of our solutions vs. our competition to prospects in all industry verticals.
- Write proof of concept/workshop plans for prospects and provide guidance for a successful outcome.
- Provide feedback on solution improvements directly to our product management team.
- Assist in developing demo content to continuously improve our product GTM.

Minimum Requirements/Qualifications

- High energy
- 5+ years of successful solution consultant pre-sales experience with SaaS technology
- ITSM industry knowledge and ITIL certification is a plus, but not required
- Up to 20% travel in the US
- Willingness and ability to travel internationally (valid passport with no travel restrictions)

Desirable Skills

- Self-starter who can work both independently as well as within a team
- Proven ability to quickly learn new applications and technology
- Proven ability to work creatively and analytically in a problem-solving environment
- Experience with web-based applications (architecture, design, performance)
- SaaS industry experience

Full-time, exempt, 40+ hours per week