

# Totalmobile Solutions Specialist Job Specification



Totalmobile

Digital Workforce Management

## **Job Description**

**Position:** Solution Specialist

**Based at:** Home

**Reporting to:** Principal Solution Specialist, Commercial & Infrastructure

**Date:** January 2025

### **Purpose:**

We are seeking a dynamic and experienced **Solution Specialist** to join our Pre Sales-team. We operate a pooled model with the team working dynamically across all verticals, however to aid productivity this role will have a primary focus on our growing **Commercial & Infrastructure** vertical. This role offers an exciting opportunity to engage with industry-leading clients, develop innovative solutions, and play a key role in driving business growth across diverse markets. The successful candidate will play a crucial role in engaging with prospective customers, understanding their business challenges, and demonstrating how the Totalmobile product suite can deliver value through tailored solutions. This role requires strong technical acumen, excellent communication skills, and the ability to craft compelling solution narratives that align with customer business strategies.

You will be responsible for running discovery sessions, facilitating workshops, and presenting tailored solutions that address customer pain points. Key activities will include preparing and delivering product demonstrations, contributing to high-level solution designs, and supporting the development of proposals, including statements of work and cost estimates. You will work closely with C-suite executives and senior stakeholders, effectively articulating how our solutions can drive operational improvement and ROI.

As part of a growing presales team, you will collaborate with cross-functional teams, including product management and delivery, while developing your skills in solution design, presentation, and strategic customer engagement.

### **Essential Criteria:**

- 3+ years in a solution architect/presales, service delivery or customer success role
- Excellent presentation & analytical skills with the ability to communicate at C-Suite level
- Vertical expertise in engaging with clients
- Understanding of SaaS and cloud-based solutions, with a focus on scalability, security, and performance.
- Ability to deliver workshops, presentations & solution demonstrations driving value
- Detailed knowledge of workforce management processes

- Ability to manage multiple opportunities simultaneously, while maintaining a high standard of engagement and delivery.
- Proven ability to stay updated with emerging technologies and trends
- Technically adept in use of SQL as well as integration technologies
- Ability to build, demonstrate & articulate the range of Totalmobile product suite offerings
- Strong leadership and collaboration skills, with the ability to influence cross-functional teams and stakeholders.
- Excellent verbal and written communication skills, with the ability to present complex technical concepts to non-technical audiences.
- Experience collaborating with sales teams, providing technical support during negotiations and contract finalisation.

**Desirable Criteria:**

- Experience with cloud-based platforms and integration technologies, particularly in the context of workforce management or operational solutions (e.g., AWS, Azure, Google Cloud).
- Experience with industry-specific software solutions used in Commercial & Infrastructure sectors.
- Experience in bid & tender management

**Circumstances:**

- Ability & willingness to travel (up to 60%), with flexibility depending on project needs.
- Clean, current UK driving licence.
- Availability to work outside standard hours as necessary to meet customer or project deadlines, with appropriate time management for work-life balance.