

**AV Collaboration Pre-Sales Specialist**

**Job Description**

Date: July 2025

**Job Description – AV Collaboration Pre-Sales Specialist**

The Collaboration Pre-sales Team are responsible for ensuring effectively solution design as part of the sales process, to consult with customers to ensure the requirements are fully understood, documented and the relevant hardware and Professional Services are specified. The team assists the SCC and SCC Collaboration sales teams to close opportunities for increased revenue.

The Pre-Sales Specialist reports into the Head of Collaboration Pre-sales. For the role you are expected to;

* Act as a thought leader for the implementation of AV, VC and Collaboration services and solutions across client environments
* Work with the sales team to shape best practice business propositions
* Deliver high and low-level designs, solutions, schematic drawings, roadmaps, planning migrations across multiple core vendors and technologies within various customer global, multi-site, distributed environments.
* Act as a design authority for the overall governance and assurance for all solution designs you are assigned to
* Understand the latest technology’s around collaboration rooms

You are responsible for supporting SCC Collaboration in the following areas.

Design

* Assist in sales meetings where possible to ensure an effective solution design including applicable hardware, professional services and support services are captured to provide a high level of end user experience
* Providing a design and a working bill of materials for quoting
* Completing a scope and solution overview for all design work to ensure customers and colleagues fully understand the solution deliverables and usability
* Completing all relevant activities as part of a tender process to ensure the technical requirements are met and detailed correctly
* Creation of Scope of Works documentations and relevant Functionality Statements
* Ensuring all documentation is accurate and concise
* Ensuring all documentation meets quality standards to ensure a seamless and unique customer experience from sales engagement through to in-life support services
* Follow process and be able to meet or exceed timescales
* Complete or co-ordinate necessary drawings for designs to enable the implementation teams to correct deliver solutions first time
* Assist with customer demonstrations and customer demo hardware where applicable
* Remain current with industry hardware solutions and industry best practice
* Maintain certification levels and be responsible for dedicating time effectively to training as instructed
* Own and develop requirements, definition, design and technical governance of solutions in a technical consulting capacity.
* Lead the high level design from conception to project handover ensuring alignment with business aims and objectives and fulfilling the role of Subject Matter Expert
* Ensure all solutions are produced according to the partner & client requirements and to ensure solutions are fit for purpose.
* Ensure designs are logical, complete and end to end, fit for purpose and can be extracted for multiple views and audiences.
* Support the creation of complimentary and technical and low level designs for the solutions proposed.
* Engage with key vendors to streamline and maximise efficiencies of the opportunity at an early stage

Support

* Act as a technical reference point for partners, customers and CSM’s including liaising with the business in the requirements, communication and support of a technical solution
* Assist creation, approval and quality standards of all technical project documentation and configuration items
* Support workshops and sessions with services staff to facilitate handover to operations
* Support the translation of HLD to LLD for technical implementation including assisting to break designs down to manageable architecture building blocks to aid implementation
* Ensure adherence to appropriate design methodology as appropriate and as specified by the business.

Documentation

* Create and own professional documentation for customer engagement, meetings and workshops.
* Assess the quality and content of technical designs produced as part of customer projects
* Ensure technical documentation is completed to a professional standard and as per SCC process
* Support the creation of document standards focussing on content, branding and quality
* Support the configuration of all technical documentation to include version control and uniform site/directory structure

Communication

* Technically lead all initial customer communications and represent SCC Collaboration for all high level meetings and scoping exercises.
* Support the process to ensure all project updates, changes and implementation are communicated to the team and customer where necessary
* Collaborate with wider SCC departments on key designs submissions
* Managed and maintain relationships with both internal colleagues and external customers
* Communicate with management to coach, report on and lead discussions on strategies for existing and emerging technologies and emerging customer need
* Create and maintain relationships with partners and hardware vendors
* Provide all pre-sale documentation for handover to into projects

Desired Skills & Experience

Experience of project technical oversight incorporating systems from the following areas;

* Videoconferencing & Networks
* Microsoft Teams Rooms
* Zoom Rooms
* Cisco Webex Rooms
* Full AV design
* D-Tools
* Audio System design and understanding
* Videoconferencing types , current and legacy
* Analogue and Digital Audio Systems
* Video and Audio capture for Small, Medium, Large and bespoke meeting rooms
* DV LED Technology
* Physical installation experience
* Tender and RFP working and responses
* TV distribution and IPTV systems
* Control systems
* Multiple room AV systems
* Command and Control Rooms
* Digital Signage
* Room booking systems
* 4K Distribution and complete systems
* Schematics and Technical drawings creation