

Technical Sales Professional - Modern Workplace Solutions

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Company: Alnafitha IT

Location: Cairo

Category: sales-and-related

We support the Kingdoms largest and most complex organizations across all industries in delivering Enterprise Transformation with clear mission to support our customers to grow better not just bigger focusing on efficiency and not just effectiveness. We are currently searching for an enthusiastic and innovative Technical Sales Professional to work on our Business Development Team presenting and implementing Alnafithas Modern Workplace solutions. Were a team of technology driven individuals with a curiosity for how things work and a passion for designing and building reliable, scalable, and efficient implementations. This position will require high cooperation with other teams from project management, sales and business development. Were always striving to learn more, expand our skills and grow our teammates, Primary Focused Domain(s): Microsoft 365 | EMS | solution Architect | Microsoft 365 security and compliance Responsibilities: Presenting and demonstrating Alnafithas services to customers. Build scope of work/low level technical scope based on the business requirements. Deliver regional technical implementations and solution design within Alnafitha services on customers remotely. Provide support, troubleshooting, and solutions to complex problems. This involves dealing with difficult situations including complaint handling, sensitive customers, and mission critical support. Conduct proactive services with clients through Risk Assessments, Health Checks, Code Reviews, or other similar offerings. Reactive and 24x7 Critical Situations support: Reactive services which address the most critical customer issues. Ad hoc Services: Short and time limited engagements focused towards customer specific issue remediation or support (e.g. Chalk Talks). Workshops and Training: Deliver technical training for customer knowledge transfer and for helping customers to consume

their products and services. Improving the overall customer experience serving as the customer advocate within Alnafitha and playing a key role in assisting our clients to maximize their investment in Technology. Deliver solutions related documentations that could include scope of work / user manual. Participating in building Alnafitha s technical content library. Ex. Knowledge base and other technical contents. Assist in representing Alnafitha in any forum (i.e. seminars, technical or marketing, conferences event) Mentor other team members on deployed solutions and best practices. Perform other related duties as assigned.

Requirements Candidate Experience: To excel in this position, you will need to: Certification Requirements: Bachelors degree in Computer Science or equivalent. Microsoft 365 Identity and Services Microsoft 365 Mobility and Security Microsoft 365 Messaging Microsoft 365 Certified: Enterprise Administrator Expert Technical Skills: Experience in same or similar technology: 5+ (Microsoft 365, Microsoft Active directory, Microsoft Exchange, SharePoint, Enterprise Mobility and Security, Windows Virtual Desktop, Intune, Azure Active Directory AAD, Microsoft Information Protection MIP, Microsoft Device Management MDM, Microsoft Defender for Endpoint, Microsoft Defender for identity, Microsoft defender for O365, Microsoft Cloud Security) Experience being involved in different types of solution implementations Good technical background with the ability to discuss architecture, hardware and software. Experience across different industry sectors. Good Experience with System center configuration manager. IT networking skills and experience Excellent understanding of Microsoft Modern workplace and Microsoft Security. Personal Skills: High sense of responsibility and ownership, acting like owner in what you do. Exceptional communication and presentation skills Being able to work on their own or in a team Being able to work to tight deadlines Ability to maintain composure during stressful situation Handling many tasks & responsibilities Fluent in Arabic and English.

Bachelor's degree in Computer Science, Business Administration equivalent. ITIL Foundation (preferred) Inbound Sales (must) Sales Enablement (must)

5-7 years

Certification Requirements: Bachelor's degree in Computer Science, Business Administration equivalent. ITIL Foundation (preferred) Inbound Sales (must) Sales Enablement (must)

Skills: Minimum of 7 years' experience in – enterprise sales or related position. Sales experience at the following domains (IT Service Management, ISO Consultation Services)

Hands on experience with CRM software and Account management systems.

Understanding of sales performance metrics. Strong negotiation skills with a problem-solving

attitude. Customer-centric and good listener. Ability to contribute consistently and positively in a high-paced, fast-changing, and sometimes unpredictable work environment. Articulate verbal communication, professional business writing and presentation skills. Personal Skills (MUST): High sense of responsibility and ownership, acting like owner in what you do. Exceptional communication and presentation skills. Being able to work on your own or in a team. Being able to work to tight deadlines. Ability to maintain composure during stressful situation. Handling many tasks & responsibilities. Fluent in Arabic and English.

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