

Region	Northern Europe
Job Title	Technical Pre-Sales Support Manager / Global Technical Account Manager
Reporting To	Area Manager
Location	Benelux (or France)

Job Purpose

- The primary technical contact responsible for supporting the Northern Europe sales function for clients and prospects focussing on design and implementation support of Castle's solutions.
- Be the local technical SPOC for a key Global Account
- Support the Northern Europe sales function in growing and maintaining all sales accounts

Main Objectives & Activities

- Technical Pre-sales and product support for customers and internal sales team
- Supporting New Product Introductions and revenue readiness initiatives within the region including software implementation and certification
- Supporting the global product roadmap against regional requirements
- Collecting, consolidating, validating and providing regional market projections to corporate product management for new and ongoing business cases
- Serving as an escalation point for systemic product/solution issues and helping to resolve
- Consulting on specific product / feature requests
- Building technical solutions or proposals based on customer requirements
- Managing product customization projects
- Updating customers regarding HW or SW changes made to existing products
- Keeping the customer up to date with payment industry certifications
- Acting as an external spokesperson at client meetings and events
- Providing products & software development trainings / presentations
- Manage new customers through the boarding process in a timely and smooth manner.
- Support NDA, sales contracts and tender documentation
- Submission of SDK, demo samples and training material

Required Knowledge & Experience

- At least 5 years in a similar role preferably in the card payments industry with responsibilities spanning pre-sales with an understanding of the product management processes
- A strong knowledge of products and the industry in general
- Solid Project Management experience, from design to deployment
- 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 customers
- 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
- University degree in technology or equivalent preferred