

JOB TITLE: SOLUTIONS ENGINEER – SALES

REPORTS TO: SENIOR DIRECTOR – US

GENERAL SUMMARY

Aris Global Solutions Engineer Support pre-sales activities for assigned customers to drive revenue and improve customer satisfaction. Identify cross sell and up sell opportunities on all three domains (Clinical Research, Safety, Regulatory). Coordinate, develop and execute account development plans for Aris Global customers. Assist Sales Account Executives managing 3-6 month long sales cycles by building relationships with the clients as needed. Meet frequently with various levels of customer management to understand key business initiatives in all four domains, develop solution proposals, presentations and conduct customer training on Aris Global products, solutions and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Pre-sales Support
- Prepare high quality configured Aris Global product demonstrations
- Configure and maintain demo scripts, demo laptops and example documentation
- Perform live Aris Global product demonstrations on-site, or via web conference software
- Participation in sales meetings, strategic account planning, and prospect follow-up activities
- Assist in the preparation of proposals, statements of work and responses to RFPs/RFIs/RFQs
- Drive and support Value Model discussions
- Represent ArisGlobal technology at seminars and trade shows
- Train sales people on new features and enhancements.
- Assist in the accumulation and prioritizing of customer enhancement requests
- Manage pilot evaluations and help provide technical assistance during the evaluation process.
- Gather technical information on the customers IT environment. Including but not limited to Data Center Operations, Systems, Networking Infrastructure, Backup processes, applications, user access and business unit interdependencies.
- Engage customers to extract critical technical and business drivers that may position client Deliverables
- Maintain familiarity with relevant regulatory issues, compliance, and guidance which may impact the solutions being presented.
- Maintain familiarity with competitive offerings in order to effectively position products and solutions in a competitive environment.
- Rapidly build customer prototypes using our existing product base by utilizing technologies such as Java, HTML, XML, JSP servlets and JavaScript.

COMPUTER/SOFTWARE

IBM PC - Proficient in Microsoft Word, Excel, PowerPoint, Outlook, Visio MS Project a plus.

REQUIREMENTS: EDUCATION/EXPERIENCE

- Bachelor's degree in Computer Science or health care or life sciences.
- MS degree in life sciences a plus.
- 3 – 5 years of technical services support or pre-sales support experience.
- Demonstrated knowledge assisting Sales Account Executives managing 3-6 month long sales cycles by building relationships with the clients.
- Enterprise software sales and deployments required.
- Knowledge of enterprise architectures, web services, EJB, etc.
- Demonstrated knowledge in Consulting and Technical Services.
- Previous experience with Aris Global or competitive products is a plus.
- Prior work experience in Regulatory Affairs, regulatory operations and/or clinical information management with a Life Sciences firm is a plus.

SKILLS

Excellent presentation skills . Self starter and able to work on own initiative with minimal supervision . Proven analytical and problem-solving skills. Excellent interpersonal skills and ability to communicate professionally with customers. Prior teaching or training experience a plus. Working knowledge of Oracle DB applications – some exposure at a minimum

WORKING CONDITIONS

Normal office environment. Ability to work under stress and tight deadlines. Ability to travel 50-75% of the time as needed.

HOURS

Standard Hours 40 hours per week, one hour lunch, Monday – Friday. Additional hours as needed.

Aris Global is an Equal Opportunity Employer/ Committed to Diversity

VERSION/APPROVALS

Date Created:	February 4, 2009
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Version	Date	Sections Affected/Reason
1.0	February 4, 2009	

Approvals:			
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Approved by Division Head:		Date:	
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Approved by VP HR:		Date:	
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