

Job Description

Product & Solutions Specialist

JOB OVERVIEW			
JOB TITLE	Product & Solutions Specialist		
JOB LOCATION	Sydney		
GENERAL DESCRIPTION	Product & Solutions Specialist is to contribute the sales growth by accomplishing the projects with large revenue and comprehensive solutions.		
DIVISION / DEPARTMENT	Product Solution Center	SUBDIVISION	N.A.
REPORT TO	Pre-sales Manager	EMPLOYMENT TYPE	Full time
POSITION DETAILS			
RESPONSIBILITIES AND DUTIES	<ul style="list-style-type: none"> ● Solution Development and Lifecycle Management <ul style="list-style-type: none"> • Lead the design, localisation, and ongoing optimisation of end-to-end solutions based on business needs and market trends, to ensure solution feasibility and competitiveness. • Collaborate with sales and product teams to align solutions with customer requirements and internal roadmaps. ● Project Delivery and After-Sales Support <ul style="list-style-type: none"> • Oversee solution deployment for key clients and strategic “0 to 1” projects. • Act as the primary technical contact during for key clients’ projects, including interstate deployments, ensuring timely delivery and post-deployment issue resolution. ● Software Product Management <ul style="list-style-type: none"> • Serve as the local product manager for Hikvision VMS software, including version management, feature evaluation, pricing and market readiness. • Coordinate with marketing on go-to-market activities and promotional content • Liaise with R&D and headquarter teams to represent ANZ market feedback and support software localisation. • Provide training and day-to-day support to internal teams. ● Frequent Business Travel (Quarterly) <ul style="list-style-type: none"> • Willing to travel interstate on a regular basis for client engagement, project implementation, and team collaboration. 		
PERFORMANCE INDICATORS	<ul style="list-style-type: none"> • Timely submission of industry and product analysis reports. • Delivery of product solutions to market aligned with local needs and strategy. • Execution and outcomes of key solution projects, measured by delivery timelines and customer satisfaction. • Quality and completeness of solution documentation across different regions. • Effective delivery of project-based client trainings, with positive feedback. • Responsiveness and resolution time for post-deployment issues. • Contribution to quarterly solution roadmap and market strategy updates. • Achievement of software product sales targets and completion of key initiatives across ANZ. • Cross-functional collaboration effectiveness with internal and HQ teams. • Adherence to the Code of Ethics and company policies. • Ongoing self-improvement and proactive development of job-related skills. 		
QUALIFICATIONS, SKILL & EXPERIENCE - ESSENTIAL	<ul style="list-style-type: none"> • 2+ years’ experience in security industry • Profound product/solution knowledge and business Intelligence • A good working knowledge of IT tools/software • Ability to: <ul style="list-style-type: none"> - Manage business requests and challenges; - Stay up to date with new products and technology 		

	<ul style="list-style-type: none"> - Establish and develop customer relationships; - Work independently while be able to coordinate resources; - Handle multiple tasks under pressure. <ul style="list-style-type: none"> • Skill list: <ul style="list-style-type: none"> - Outstanding presentation, demonstration and interpersonal skills; - Problem-solving and analytical skills; - Excellent collaboration skills. • Willing to travel extensively • Understanding and respect of cultural difference and ability to work in a multi-cultural environment
QUALIFICATIONS, SKILL & EXPERIENCE - DESIRABLE	<ul style="list-style-type: none"> • Project management experience and knowledge • Research & Strategy planning skills • Competition management skills • Adaptability, cross-cultural communication • Customer service skills
SPECIAL REQUIREMENT	<ul style="list-style-type: none"> • Fluence in English and Mandarin
POSITION FILLED	
PERSON HIRED	<div></div> <div>DATE HIRED</div>
APPROVED BY: NAME & TITLE	
EMPLOYEE SIGN	