**Opportunity at Pugh Computers Ltd for a Graduate**

**Job Title: Sales Support Engineer**

**Job Description – The Role:**

Pugh Computers Ltd. (Pugh) is one of the UK’s leading suppliers of software to the education and voluntary sectors. Established in 1981, the business is recognised for its expertise in the provision of software, and the complex subject of educational software licensing.

A financially strong and successful business based in Llanon, near Aberaeron, on the West Wales coast. Pugh has a desire to grow in terms of both turnover and profitability - in an environment that’s evolving arguably faster and more radically than ever before. This includes both changes to the environment of Vendor Partners (e.g. advent of the ‘cloud’, increased competition, and higher customer expectations), and to the end-customer (e.g. fee-paying student expectations, inter-University competition for both UK and foreign students).

We require a person with drive and a healthy impatience, to work on projects that will support the growth and development of the business.

You will be expected to attain an understanding of Vendor Licencing programs. To support the internal team with solution selling, deal with customer and internal support enquiries, deliver product awareness training including customer facing webinars and seminars.

Support customers with migration planning and the deployment of Microsoft Office 365 and Microsoft Azure, and then continue with the engagement to help the customer get the most out of their investment.

The CRM system is being migrated to a new SQL based Microsoft Dynamics CRM, with integration to Microsoft Dynamics GP ERP system. Custom built reports and dashboards will provide better controls and visibility to both management and staff.

As broadband connectivity improves onsite infrastructure are being migrated to SaaS.

The Pugh web site is being redeveloped with WordPress CMS, to provide a cleaner, more modern and responsive web, with enhanced features such as e-mail Newsletter, Twitter and Blog integration.

It is a requirement that skills and knowledge are kept up to date, including vendor certifications such as Microsoft MCP.

**Responsibilities:**

Deploy / migrate SAAS for customers (Microsoft Office 365)

Deploy / migrate PAAS and IAAS for customers (Microsoft Azure)

Customer and internal support enquiries

Support internal sales teams with solution selling and run customer facing webinars & seminars

Migration of internal CRM system to SQL based Microsoft Dynamics CRM system & integration with ERP system

Migration of onsite infrastructure to SAAS

Develop and bring to market new managed services & vendor programmes

**Qualifications, Skills and Experience:**

A broad understanding of cloud, mobile and server technology

Good understanding of computer systems and security

A real interest in technology, with an eagerness to keep up to date

Personable, with good communication, presentation and numeracy skills

A capable ‘can do’ team player, a natural effective leader that thinks creatively, with attention to detail and delivers on-time, on-budget

Commercial awareness, ideally with experience of working in a sales / retail environment

**Salary:**

£18,000 per annum plus bonuses & benefits

**Reporting Director:**

**Eifion Evans** **Tel:** 01974 200203

Director of Technical Services

**e-mail:** eifion@pugh.co.uk

**LinkedIn Profile:** <https://uk.linkedin.com/in/eifionevans>

**To apply please forward a CV with a covering letter to:**

**Myra Pocock** **Tel:** 01974 200211

**e-mail:** myra@pugh.co.uk

**Pugh Computers Ltd**

Denver House

Llanon ABERYSTWYTH

Ceredigion SY23 5LP