



PR/160224 | Senior Solutions Consultant (Presales, onboarding & aftersales support - Digital / AI / SaaS / IT) - Hybrid Work

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1581816

Industry

IT Consulting

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

April 7th, 2026 11:01

General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

A multinational digital solutions company is seeking a Senior Solutions Consultant to support pre-sales engagements, non-technical onboarding, and ongoing after-sales support. This role works closely with the Sales team to deliver solution demonstrations, understand client requirements in depth, and guide customers through successful adoption of AI and digital platforms/solutions.

Key Responsibilities:

Pre-Sales Support

- Deliver customised product demonstrations tailored to customer requirements.
- Facilitate deep discussions to fully understand customer needs and challenges.
- Conduct ROI analysis to quantify the value and benefits of proposed solutions.
- Design Proof of Concepts (POCs) to validate product fit when required.
- Support deal closure through technical guidance and solution expertise.

Onboarding (Non-Technical)

- Lead non-technical onboarding activities, including process walkthroughs, workflow mapping, and user adoption planning.
- Facilitate implementation readiness by coordinating expectations and documentation.
- Conduct onboarding workshops and training sessions to empower customer teams.
- Identify additional business use cases and expansion opportunities during onboarding.

After-Sales Support

- Provide ongoing account support post-implementation, ensuring customer satisfaction and solution adoption.
- Handle issue resolution, user inquiries, and functional guidance (non-technical).
- Collaborate with internal teams to refine customer workflows and propose enhancements.
- Maintain strong customer relationships to ensure long-term engagement and retention.

Requirements:

- 5 - 10 years of experience in solutions consulting, IT services, digital solutions, or digital marketing technology sales, with strong comfort working with technology.
- Excellent communication and presentation skills, capable of delivering compelling solution demos and engaging senior-level stakeholders.
- Strong consultative and analytical ability to understand client business needs deeply and translate them into solution recommendations.
- High adaptability and ownership, able to independently manage pre-sales engagements, non-technical onboarding workflows, and after-sales support.
- Proven customer-facing relationship skills, able to build trust, influence decisions, and guide clients confidently through the adoption journey.
- Collaborative mindset, comfortable working closely with Sales, Delivery, and regional teams to ensure smooth end-to-end client experience

#LI-JACMY

#stateKL

#countrymalaysia

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Company Description