



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

June 16th, 2026 12:01

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

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

Privacy Policy Link: <https://www.jac-recruitment.my/privacy-policy>

Terms and Conditions Link: <https://www.jac-recruitment.my/terms-of-use>

Company Description