JOB ROLE: Customer Solutions Architect

Key Deliverables

The Customer Solutions Architecture team is responsible for providing technical solutions to new & existing corporate customers based on Internet & WAN, Managed Security, IP VPN, VoIP and Hosting technologies.

Responsible for actively driving and managing the requirements gathering and high level design process, working with direct and channel customers you will describe the company’s technology and product portfolio positioning to both business and technical users.

Using business process and analysis skills you will build a set of requirements in consultation with the customer and then, working with engineers and operational teams, you will produce a high level design. Documentation will be to a high standard, as will your communication skills. Being able to explain technical concepts to a non-technical audience is a key aspect of the role, together with an understanding of business needs and pressures in a commercial setting.

Key Responsibilities

- Determine technical and business requirements from clients and provide technical solutions in a professional manner and to agreed timeframes
- Create internal design configuration documentation including network diagrams with technical explanations
- Feedback on issues with current products and provide input around new products
- Perform technical development for bespoke solutions as part of a design and development frame work
- Sell technical solutions to the customer with professionalism and enthusiasm
- Provide accurate and timely management information, to include - activity reports, bid reviews, project forecasts, KPI’s
- Structure and produce compelling sales proposals, commercial and technical documentation
- Interface with the implementation/project team, articulating customer requirement, to ensure smooth transition from Sale to Delivery
- Act as customer stakeholder in bid and project teams
- Be able to take the lead in small project activities, working with groups of engineers

Candidate Profile

- Educated to CCNP or equivalent vendor or academic qualification in the IP and networking space
- Understanding of the lower level workings of VPN technologies including IPSEC and MPLS VPNs
- Able to work with BGP and OSPF routing protocols to design resilient solutions
- Understanding of quality of service in design and implementation to support converged networking and Voice Over IP
- Working knowledge of current security technologies and security trends in the industry
- Comfortable working with server technologies for solution building, including virtualization; network storage systems and data center services. Familiarity with cloud technologies and their application is desirable
- Significant previous experience of requirements gathering and solution design in a commercial setting
• Able to show and discuss a range of previous customer solution designs
• Comfortable working with a broad set of teams, including close working relationships with sales and technical teams
• Confident presenting in a formal setting and be able to chair and take the lead in customer meetings when required
• Full drivers licence and willingness to travel through sales territory
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