

SOLUTIONS ARCHITECT (UC)

Introduction

Computer Solutions is currently adding a seasoned Solutions Architect to our team of highly trained professionals. The Solution Architect will assist with the sales and orchestration of technology solutions with real business impact. These solutions require application of industry best practices, combined with innovative use of technologies to provide superior value.

Computer Solutions offers an array of information technology products and services primarily to the South Texas region. Over the years, we have forged strong strategic alliances with leading IT service providers including Cisco, Microsoft, HP, IBM, and many others. In addition to hardware and software product sales, we are frequently our clients' primary contact for professional and consulting services such as Managed Services, Unified Communications, Network Infrastructure, and Server and Desktop Virtualization. Our record of success is clear – our client base has grown to approximately 300 companies across San Antonio and South Texas leading to tremendous annual revenue growth of \$1 million in 1984 to \$68 million in 2016. Our valued workforce of over 70 highly trained and certified staff create the culture of success within Computer Solutions, having recently been named as one of the "Best Companies to Work for in San Antonio" by the San Antonio Business Journal.

Position Summary

The Solutions Architect will support both pre-sales and post-sales initiatives for Cisco professional services consulting, managed services, and product recommendation by working with the sales team to architect, design, propose, and close both existing and new opportunities. Additionally, the Architect will provide client post-sales support with a specific emphasis in network design and architecture. The Architect will be responsible for recommendations to clients regarding Cisco product configurations (Bill of Materials) and responsible for the development of the project scope and the development of project proposals. Regional travel in San Antonio and south Texas will be involved.

Responsibilities

- Provide pre-sales technical support to the sales organization to include solutions architecting, BoM development and services proposal creation.
- Design and implement effective Proof of Concept projects for customers.
- Provide excellent customer service and ensure technology practices are of high quality and appropriate to the clients environment.
- Educate customers on Cisco Collaboration products, licensing, and configuration options.
- Collaborate with Service Operations to deliver successful projects that are on time, budget, and of high quality in an efficient, consistent manner.
- Collaborate with Professional Services Team to develop skillsets to deliver upcoming technologies and business solutions.
- Serve as a point of technical escalation and SME for Professional Services Collaboration team.
- Conduct all work and accomplish all goals while adhering to the organizational *Core Values*.
- Embrace continuous improvement and be a change leader within the organization.

Job Skills Requirements

- Minimum of two years of experience in a pre-sales engineering role involving Cisco technologies.
- Minimum of two years supporting a production Cisco Systems voice and/or network products
- Network Design Experience with a strong understanding of industry and manufacturer Best Practices.
- Technical Expertise in at least two of the following Cisco Collaboration technologies; Unified Communication Manager and Unity, Contact Center and supporting technologies (Scripting, Social Miner, Outbound Dialer, AQM, WFM, CTI...), WebEx, Spark, MRA, Video Conferencing
- Technology evaluation and vendor management skills to develop and deliver upcoming technical and business solutions.
- Technical and business writing experience specific to sales proposals, RFP/RFI responses and design documents.
- Strong Microsoft Visio Network Diagram experience.
- Self-starter and driven individual willing to make contributions to any part of Computer Solutions.

- Ability to map business drivers and technology together to create client solutions
- Ability to perform technical design and business sessions with an audience as broad as engineers to c-level executives.
- Excellent presentation, communication & customer interaction skills required

Highly Desired Skills and Qualifications

- Cisco Certified Professional Level Certification or Higher (CCNP, CCDP, CCSP, CCVP, CCIE, etc.).
- Bachelor's Degree in Business or Information Technology discipline (preferred).
- Desire to obtain high-levels of technical education through industry and vendor certification.
- Background in managing Enterprise IT environments a plus.
- Understanding of Cisco Borderless Network technologies is a plus.
- Understanding and ability to design virtualization and storage solutions is a plus.