



Solution Engineer (Remote)

As a solution engineer, you will be responsible for the identification, development, support and refinement of productised solutions through the client platform. The role will also require proactive outreach to clients based on solution monitoring. It also requires a firm technical understanding of integration mechanisms and service-orientated architecture. Comfort with data is important.

The Role

Core responsibilities will include but are not limited to the following:

- Conducting client discovery calls with sales representatives and system custodians
- Meeting with clients to discuss their solution requirements
- Collaborating and strategising closely with the customer success and sales team to create productised solutions
- Drafting and delivering presentations on targeted solutions / products
- Designing, developing and maintaining targeted solutions
- Testing solutions end to end (including performance optimisation)
- Assisting with product training of client users on solutions
- Deploying solutions
- Enhancing and refining existing solutions where necessary
- Proactively reaching out to existing clients with regard to solution utilisation
- Monitoring performance metrics of solutions and proactively addressing these
- Supporting the customer success team on any technical-related queries on solutions
- Updating and maintaining a knowledge base (knowledge articles) for faster resolution times on known issues for solutions

Qualifications and Experience

- IT related tertiary qualification highly advantageous
- Minimum two years' experience in a solution engineering role
- Minimum two years' experience in support helpdesk ticketing system and adhering to defined SLAs
- Minimum two years' experience in Service-Orientated Architecture (SOAP, REST, JSON, XML, ODATA, OAUTH, WADL, WSDL)
- Minimum one year competency in T-SQL. Understanding of reading and writing SQL queries and stored procedures.
- Minimum two years' experience in Business Intelligence and BI tools (PowerBi / Power Query advantageous)
- ERP and CRM experience – good understanding of how various ERP's and CRM systems work – Salesforce, SAP, Oracle, etc. will be beneficial
- Experience in project management highly advantageous
- Experience in cloud platforms such as AWS and Azure will be beneficial

Skills

- Self-manager and goal driven
- Proven problem-solving ability
- Customer empathy
- Working effectively in a team.
- Ability to learn quickly
- Excellent time-management skills
- Strong problem-solving ability
- Able to work remotely
- Excellent communication skills (written and verbal)