



*Enabling Excellence in Communication and Technology*

## **Solutions Architect**

**Location: Appleton, WI or Milwaukee, WI**

EDCi provides infrastructure, modern workplace and call center technology services and solutions to clients throughout Wisconsin and the Midwest. Through our partnership and certifications with leading technology providers including Cisco, Microsoft, Citrix, Genesys, IBM and LogRhythm, our customers receive the highest quality of product and service the industry has to offer.

EDCi has an immediate opening for a Solutions Architect in its Data Center/Modern Workplace practice. The Solutions Architect is a key contributor in the pre-sale process, acting as the technical lead to evaluate customer's needs and construct a solution to address those needs through consulting or professional services. The Solutions Architect collaborates with sales, professional services, and manufacturer technical support resources to ensure proposed deals include technical solutions that are supported by key customer technical decision-makers. The Solutions Architect is responsible for achieving a profit goal to achieve the business goals in the practice.

Work breakdown—50% billable with customer workshops, consulting, project success; 30%-customer-facing sales, 20%-blogging/marketing, practice development, administration.

When you join the EDCi team, you'll receive many perks, such as:

- Remote work from home
- Paid holidays, vacation and sick time
- Flexibility – work from home when applicable
- Bring Your Own PC Policy
- Cell phone reimbursement
- On-site chiropractic care
- Casual dress
- Funded training and certifications
- Health, dental & vision insurance
- 401K match
- And much more!

Candidates must be willing to be a resident of Wisconsin or within 120 miles of one of EDCi's offices--either Appleton, WI or Milwaukee, WI



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**RESPONSIBILITIES:**

- Jointly works with Account Managers to grow customer revenue
- Provide technical expertise and credibility to Account Managers
- Consulting with customers in our solutions—leading workshops, advising on features/functions, eliciting requirements from customers, providing alternatives to customers
- Provide oversight/leadership on key projects for project success such as participating in kickoff meetings, status calls, design discussion, issues resolution, etc.
- Demonstrates technical selling skills and product knowledge in designated areas to give effective presentations by breaking down complex technical topics
- Develop a strong working relationship with the customer’s leadership and technical staff
- Conduct customer presentations on value proposition and technical solutions
- Assist Account Managers with account planning
- Participate with Account Managers to respond to RFP/RFI/RFQ requests
- Collects customer business and technical requirements and recommends solutions
- Develop solution architecture, estimates cost of solutions with Professional Services
- Maintains understanding of pricing and proposal models, leverage quoting tools
- Write Statements of Work (SOWs) for solutions, present to customers, demonstrate value proposition
- Manage the proposal process and ensure that technical information and recommendations addressing customer requirements are accurate, properly defined, and detailed
- Meets assigned targets for profitable sales growth in assigned product lines
- Demonstrates high standards of technical thought leadership with customers through activities such as active education, consultation, presentation, technical evaluations, objection handling or general supportive discussion
- Partner with marketing to provide blogs, social media materials, etc
- Perform billable consulting for customers as required
- Participate with Account Managers to provide high customer service
- Function as a liaison to Professional Services architecture specifics when questions arise
- Recommend to management potential solution areas and services for development/investments
- Understand vendor solution technologies and key plays and how to leverage them with customers
- Keeps current with products and technologies; participate in strategy planning for designated areas
- Maintains relationship with key vendor personnel
- Mentor Account Managers and other professionals as to how to maximize revenue with solutions
- Maintain multiple advanced manufacturer specific advanced certifications
- Other duties as assigned



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**ESSENTIAL SKILLS AND QUALIFICATIONS:**

- Associate's degree in IT or related experience is required
- Experience selling software, hardware and services is preferred
- Technical certifications in applicable technology areas is a plus
- Travel to current and potential clients required
- Proven ability to achieve sales goals
- Willingness to learn in a fast-paced environment
- Strong work ethic
- Self-starter that has good problem solving skills
- Excellent customer service attitude and team focus
- Excellent verbal and written communication skills