



POSITION DESCRIPTION

TITLE: Solutions Architect

REPORTS TO: Director, Customer Support & Services

WORK WEEK: Standard **TYPE OF EMPLOYMENT:** Full Time Permanent

ROLE OBJECTIVE:

The Solutions Architect is responsible for translating the business requirements of customers into technical solutions to ensure the successful deployment of Adlib solutions, as well as to advance the sale of Adlib products across customer organizations.

KEY PERFORMANCE MEASURES:

The candidate must be able to understand and articulate the business and technical application of Adlib products to customers, work with sales reps and sales engineers to collect and analyze customers' business needs, design customer specific product architectures/implementations, prepare technical proposals, maintain in-depth technical knowledge of adlib products & their application, identify opportunities within AdLib's customer base and communicate these opportunities to sales managers.

SPECIFIC RESPONSIBILITIES & DUTIES:

The scope of the Solution's Architect role includes (but is not limited to):

- Develop and maintain an in-depth understanding of Adlib products and the opportunities and value they bring in solving business problems.
- Meet with customers to understand their current technical environment, key business issues and application requirements.
- Analyze the software and services needs of both current and potential customers, to determine and deliver the appropriate solution for their evolving requirements.
- Lead technical product presentations and discussions, proof of concepts and technical proposals.
- Influence customers' technical requirements and position Adlib products relative to competitors.
- Interact with the Software Development and Product Management groups within Adlib to provide feedback on product feature requests from customers, as well as insight on competitive architectures.
- Build and foster customer relationships that lead to corporate standardization of Adlib products.



- Work with Customer Support team to ensure a smooth transition from pre-sales to the post-sales implementation environments.
 - Participate in major industry events and trade shows when required.
 - Travel as required (up to 40%). Must have a valid passport to travel to USA.
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QUALIFICATIONS:

- Minimum 5 years experience in a technical sales environment including technology design and implementation
 - Experience with Enterprise Document & Content Management systems a definite asset.
 - Expertise in business application development languages (.NET, Java, web services).
 - Post secondary diploma or degree (or equivalent experience)
 - Excellent knowledge of processes used to develop software and the product management cycle
 - Computer Science/Systems Engineering/Software Engineering background preferred
 - Good business acumen and a consultative approach to find creative solutions to customer requirements and concerns
 - Ability to work in a team environment
 - Experience in enterprise software deployment including business process evaluations, design sessions, resource coordination and project management.
 - Formal sales and customer service training is an asset
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COMPANY EXPECTATIONS:

- Solid relationship builder and motivator
- Professional conduct with both internal and external customers
- High level of integrity
- Superior interpersonal skills
- Strong time management and organizational skills
- Extremely high energy and stamina with ability to work effectively under pressure
- Demonstrated ability to use analytical and problem solving skills
- Excellent written and verbal communication skills
- Pro-active, cognitive and forward thinking