Position: Solution Architect, Professional Services

Position Summary
The Solution Architect is the primary solution and technical resource for Professional Services implementations. Responsible for ensuring proposed solutions can be successfully implemented across a diverse customer base and technical landscape. The Solution Architect must possess deep technical knowledge of B2B or A2A communication solutions and possess breadth of knowledge across various enterprise computing environments. The Solution Architect position is a customer-facing role requiring professional communication skills to a variety of roles within customer organizations from technical system engineers to senior management. The Solutions Architect must be adept at collaborating with various internal and external organizations and is ultimately responsible for defining solutions that meet customers’ individual needs.

The Company
More than ever before, businesses need to securely move vast amounts of data. Cleo solutions tackle the complexity of getting mission-critical data to the right people who can make timely data-driven business decisions to better compete. With over 100,000 proven installations worldwide, Cleo offers enterprise integration software that meet the needs of companies of all sizes – from the smallest to the Fortune 500. Cleo, headquartered near Chicago, is rapidly growing while adding highly talented professionals to its dedicated worldwide team. Cleo is an Equal Opportunity Employer m/f/d/v.

At Cleo, we are not only passionate about helping our customers reach success, we are passionate about our team members. We foster innovation in a thriving, high-velocity work environment. Our team members are among the best and the brightest, working in an environment where strategy, technology, and marketing intersect to create amazing products. And, we’re only just getting started, so join us now!

Responsibilities:
Key responsibilities for this position include the following:
- Managing, interpreting, and documenting customer requirements; speaking with clients to understand, anticipate and meet their needs
- Assisting with and collecting customer and partner feedback regarding their experience and satisfaction; Support the analysis, give insight into the recommendation and continually improve actions needed to ensure a great customer experience
- Identifying the appropriate solutions to solve customer problems
- Developing solution architecture diagrams
- Developing solution design documents
- Developing “as is / to be” process models
- Preparing for and developing product demonstrations
- Making technical presentations and demonstrating how Cleo products meet client needs
- Traveling to visit customers and partners. Travel up to 50%
- Preparing for, developing and implementing Proof of Concepts (POCs)
- Providing partner and customer requirements to engineering
- Providing pre-sales and post-sales technical assistance and product education to the sales team, partners and customers; ensure a great customer experience from pre-sales and post-sales until transition to support for on-going maintenance
- Cross-functional interaction with members of the Sales, Pre-Sales, Engineering, and Technical Support teams
- Assisting in the design of custom-made products
• Recommending product additions and enhancements based on customer feedback and competitive analysis
• Other responsibilities as needed

Qualifications:
Key qualification requirements for this position include the following:
• Bachelor’s degree (B.S.) in Computer Science or related technical field from a four-year college or university; Master’s degree preferred
• Four years or more related experience and/or training; or equivalent combination of education and experience
• Extensive knowledge or ability to acquire such knowledge of Business to Business (B2B) internet-based data communications products (e.g., B2B Gateway, Managed File Transfer), EDI Translator products and/or Application to Application (A2A) integration products
• Significant experience assisting customers with software implementations
• Strong knowledge of enterprise application integration technologies (APIs, SOA, ESB, etc.)
• Large scale system design a plus

Location: US Remote