

Solutions Engineer

Job description:

Overview:

Sefas is a global supplier of customer communication management (CCM) software and digital transformation solutions offering collaborative application design, document composition & re-engineering, plus omni-channel production management.

We help our clients communicate better with their customers by enabling omni-channel delivery and process automation. Our clients include some of the largest CCM operations in the world including banks, insurance companies, telecommunications, utilities, government departments and outsourced service providers.

Increasingly the industry in which Sefas operates is required to provide Cloud-based solutions, and we have recently launched new solutions to meet these requirements. It is expected that Cloud will be a key growth area for Sefas in the coming years including the use of Cloud to provide internal computing capacity.

We have an opening to strengthen our support and services team in the UK. At a high level the role involves supporting existing clients and assisting implementation of new projects. This position will be located in Bristol, UK.

Additional information on the company is available at www.sefas.co.uk.

You will be provided with full training on our product suite and applications. Bring your enthusiasm and technical skills and together we will enhance the best team in our industry.

The generic job description below has been updated to reflect the available position. Of the items listed the following knowledge, skills and experiences are essential:

- Python, Software Testing, Business Analysis, Cloud containerisation technologies (Docker) and management systems (Kubernetes) and Unix/Linux administration.

The following knowledge, skills and experiences are desirable:

- Network administration, Microsoft Windows administration, REST, AJAX, Web services, SQL, Database administration (Oracle, Mysql, MS SQL) and knowledge of VMWare products.

Ideally, the candidate will have experience of, or a strong theoretical understanding of Cloud technologies (including elasticity; containerisation; Multi tenancy V multi instance; security protocols; network connectivity, management systems; etc) and be able to demonstrate a capability to set up and maintain solutions in a Cloud environment.

Primary Responsibilities:

- Provide solution expertise to our customers and to ensure that the work is carried out according to the appropriate service levels, statement of work or other guidelines.
- Provide first line client support for developed solution and product issues and queries.
- Raise and manage support tickets and liaising with the Qualification and Marketing Teams to respond to customer and internally raised queries.
- Lead the gathering and documentation of solution requirements including specification of the technical solution.
- Analysis of customer requirements/new work requests/change controls and provision of solutions and work estimates.
- Support of the Sales and Pre-Sales (Solutions Consultant) teams as appropriate, particularly in arranging and delivering product demonstrations and managing/developing Proof of Concepts.
- Helping to create, design and develop appropriate sales tools (including presentations, schematics, videos, demonstration kits, brochures, white papers, etc) Ownership of technical material for tender responses
- Support product development (i.e. product roadmap) as applicable, liaising (Solutions Consultant) with the Product Marketing Team and feeding UK and/or client-specific needs into the Roadmap.
- Liaison with technical partners where required.
- Provide appropriate support to R&D for product development.

This role will be a full time position, working from the UK Sefas office in Bristol. You will be required to provide proof that you are eligible to work in the UK for this role.

To find out more about this role or to submit your application, please contact Dave Chilman on marketinguk@sefas.com.