



# iQSG Job Description



**Job Title:** Chief Architect – Voice & Collaboration

**Reports To:** Principals

**FLSA Status:** Exempt

**Department:** Sales

**Location:** Columbus OH, Cleveland OH, Pittsburgh PA

**Summary:** *Support sales goals through effective sales techniques and exceptional customer service while working in a progressive and fast paced Team environment.*

## **Responsibilities**

- Provide pre-sales engineering and architectural design for business opportunities, including preparing bill of materials for sales to prepare a quote or proposal.
- Analyze technical needs, requirements, and state of a Clients' current infrastructure and operations.
- Assist sales team with identifying opportunities and developing technical solutions to meet a clients needs and requirements.
- Review and validate all solutions to ensure compatibility and consistency with vendor best practices.
- Work with sales team members to prepare to communicate the value and benefits of the solution, present the business case for technology investment, via presentation, whiteboard, supporting visio illustration or demonstration.
- Assist services team with defining scope of services associated with implementing the solution, which may include writing a technical executive summary, inclusive of providing a visio illustration to support the solution design.
- Evaluate new vendor technology offerings and provide recommendations to management.
- Participate in vendor training to maintain and grow skills and knowledge of existing and new products.
- Support and establish vendor relationships within the region, as it pertains to position and role.
- Participate in weekly client facing or other internal or vendor meetings, utilizing communication tools such as videoconferencing, webinar or audio.
- Primary vendor focus for products and professional services will include, as follows: Cisco Collaboration Suite (Voice, Video, WebEx), Avaya IP Office, Polycom Video, Call Center, Audio Conferencing and possibly other complimentary solutions. Knowledge of Wireless and Data Networking a plus.
- Willing and capable of implementing, overseeing or assisting with the implementation of the solution designed.
- Responsible for assisting sales team with positioning iQSG's Cloud Offerings (Unified Communications as a Service, Video as a Service and Contact as a Service).
- Other duties may be assigned.

## **Competencies**

- Minimum of five years experience in designing, developing, configuring, and implementing complex solutions with diverse solutions from multiple vendors.
- Architect solutions that effectively meet business needs, service-level and availability requirements, and other technology considerations.
- Logical problem-solving approach and the ability to clearly communicate the situation and proposed solution to the customer.
- Demonstrate the ability to create technical drawings for solution proposals.

- Strong interpersonal and communication skills, with the ability to present in a group setting.
- Ability to facilitate and conduct webinars and presentations to customers, including conceptual design and white boarding sessions.
- Ability to interact effectively with senior level client facing personnel and C-level executives.
- Self-motivated to develop and maintain skill set and product knowledge to maximize value and to deliver exceptional services to our customers. This may include obtaining and maintaining designated certification requirements and attending product-specific training, reviewing technical literature, and obtaining hands-on experience.
- Professional self-starter, able to work collaboratively with others.
- Project a professional image and strong business acumen during customer interactions.
- Possesses a sense of urgency, strong organizational and follow up skills

### **Experience**

- Five (5) plus years of success in technical sales or related experience.

### **Education / Certifications**

- High school diploma or general education degree (GED)
- Current and valid industry certifications in the areas of Cisco VoIP/Unified Communications/Collaboration a requirement. Complimentary experience or certifications with Avaya and Polycom desired. Knowledge of Call Center or Contact Center design a positive and highly sought.

### **Success Factors**

- Pursues training and development opportunities; Strives to continuously build knowledge and skills.
- Manage difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Speaks clearly and persuasively in positive or negative situations; responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Treats people with respect; Keeps commitments; Upholds organizational values.
- Follows policies and procedures; Supports organization's goals and values;
- Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change, delays, or unexpected events.
- Follows instructions, responds to management direction; Keeps commitments; Commits to long hours of work when necessary to reach goals.
- Undertakes self-development activities.

***iQ Solutions Group is an equal opportunity employer. We evaluate qualified candidates without regard to color, race, sex, national origin, disability, veteran status, and or other protected characteristics.***

***The above position responsibilities represent general responsibilities and requirements for the position. Other duties, responsibilities, and qualifications may be required and/or assigned as necessary.***