

Senior Solutions Engineer

New York Based With Competitive Compensation

Overview:

We are looking for a passionate and engaged Solutions Engineer to join our fast-growing revenue team. The Solutions Engineer will be a key member of our Revenue team, reporting to the CRO - Americas. Collaborate with our Sales and Client Success teams to close deals and have fun winning together. As the product specialist for the revenue team, you will have a deep understanding of the Imagen Platform, handle tough objections, and lead successful evaluation cycles to bring deals across the finish line.

About the Role:

As Imagen's **Senior Solutions Engineer - Americas** You will be involved in closing complex deals, building trust with both technical and non-technical executives, and working with both sales and client success to convey value to our prospects and customers.

Key Responsibilities:

- Partner with Account Executives to navigate complex, multi-stakeholder deal cycles
- Drive the discovery process, helping to uncover business objectives and current pains
- Ensure prospects and clients understand and are comfortable with the functionality of the Imagen platform
- Prepare and deliver value-based demonstrations highlighting our unique value in the market
- Guide prospects and clients through the evaluation process of Imagen ensuring that our solution meets key business objectives and technical requirements
- Contribute to the success of a rapidly growing and evolving organization
- Act as a liaison between Product, Engineering, and Sales, sharing customer feedback to help craft our product roadmap

About You:

Personal

- Preferably academically educated and degreed, but consideration will be given to candidates with relevant experience who can show they have acquired the required skills and knowledge
- Excellent verbal and written communication skills with the ability to convey ideas and offer solutions to internal and external stakeholders
- Excellent organizational skills with the ability to manage priorities and meet deadlines
- Ability to drive customer engagement and satisfaction through the sales process
- Support non-technical customers and explain complex technical concepts in a simple concise way (KISS principle)
- Confidence working with internal and external clients at all levels with a professional demeanor
- Excellent analytical skills for troubleshooting and problem solving complex technical issues

- You are a generally good human who has compassion and cares for your fellow humans on this planet and make an effort to make others' lives better both inside and outside the workplace

Technical Experience (Nice to have):

- Knowledge and experience working with Cloud technologies e.g. Azure, AWS, Kubernetes, Docker, Function Apps etc.
- A history of demoing, installing, configuring, and troubleshooting proprietary software
- Methodical use of change control procedure for planning and execution
- Experience in windows PowerShell scripting
- SQL query language knowledge and experience
- Working Knowledge of HTML, PHP, CSS, etc.
- Understanding of XML and XSL translation – need a Transformer!
- Thorough understanding of networking standards and protocols
- Experience working with the latest Windows Server OS with the ability to troubleshoot a variety of IT-related issues and resolve user issues quickly and efficiently.

About Imagen:

Located in New York, London and Cambridge, Imagen is a world-leading SaaS video and asset management platform provider that enables global Enterprise, Education and Sports organizations the ability to access, distribute and manage their complex content intuitively and efficiently. We are backed by leading VCs, including; Cambridge Innovation Capital & Downing and Guinness.

The Package:

We offer a competitive salary and equity as well as private healthcare, 401k, and other work/life balance benefits to keep our employees engaged, motivated, and happy.

If you are interested, please forward your CV to perry.fetterman@imagen.io