

Solutions Engineer/Solution Architect

New York Based With Competitive Compensation

Overview:

As a member of the Professional Services team representing the Americas, working with the Director of Professional Services in London and the CRO – Americas, based in NYC, we are looking for an outgoing and ambitious Solution Engineer/Architect to help implement customer projects in North America, while also scoping, defining, and approving custom development for our clients and prospects.

About the Role:

As Imagen's **Solution Engineer/Architect - Americas** you will be responsible for technical delivery, including but not limited to; planning, client meetings, deploying cloud-based infrastructure, installing Imagen software and writing scripted processes to improve workflows for the North American market. The Solutions Engineer/Architect is a broad role with scope to get involved in both technical issues and the customers/prospects on a daily basis. Working as part of a wider delivery team you will join internal weekly planning meetings; contribute ideas for projects; deliver a high level of customer service; and demonstrate an aptitude for personal development. A keen team player is required, but the ability to solve complex problems independently is also essential. A track record of using cost benefit analysis to make important decisions is key to being successful in this role.

Key Responsibilities:

- Install and deploy cloud-based Infrastructure and the Imagen software solution
- Configure ImagenWeb using the platform editing tools to add finishing touches to deliverables
- Write and perform bespoke data migration processes
- Monitor and research everchanging cloud technologies to improve working practices
- Develop technical ideas to automate workflows for delivery and content onboarding
- Liaise with technical support colleagues to troubleshoot and resolve customer issues
- Communicate with customers in person, via email/telephone, and on conference calls
- Support pre/post sales in scoping and developing bespoke solutions that both align with product development and leverage existing functionality to solve customer pains
- Thinking, problem solving, learning, growing, collaborating and laughing daily

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 deployments to a high degree of accuracy and customer satisfaction
- 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:

- Knowledge and experience working with Cloud technologies e.g. Azure, AWS, Kubernetes, Docker, Function Apps etc.
- A history of 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, matching 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