

# Technical Solutions Architect

## POSITION SUMMARY

Calabrio Implementation Services (CIS) is looking for a Technical Solutions Architect. A successful Technical Solutions Architect has experience designing application and system architecture for on premise software applications. In addition, you will be a part of the review and approval process of solution design documents from Calabrio partners, Calabrio customers and Calabrio Sales. As a Technical Solutions Architect, you will be a valuable piece of the Calabrio Implementation Team providing the highest quality of service for our internal and external customers.

## CORE EXPECTATIONS

- Self-directed and must be able to work independently
- Lead and sometimes will need to direct other peers with customers/partners
- Lead and/or assist peers in creating best practices with processes in supporting customer/partner
- Microsoft OS server class hardware configuration
- Integration of new server hardware into existing network infrastructure
- Knowledge of Microsoft Active Directory configuration to facilitate user authentication to third party software
- TCP/IP protocols to resolve network connectivity issues
- IP Telephony & troubleshooting
- Programming concepts: Java, REST, HTML, etc.
- MS-SQL installation and configuration as well as best practices
- VMWare installation and configuration as well as best practices
- Up to 30% travel
- Other core expectations will be defined by your direct supervisor/manager

## CORE COMPETENCIES

- Excellent networking and communications systems design, troubleshooting, diagnostic and analytical skills for problem solving
- Ability to evaluate capabilities from a technical design
- Excellent verbal, written and interpersonal communication skills to interact with team members, senior support personnel and customers
- Work independently and as part of a team
- Lead team meetings if necessary
- Customer facing/presentation skills

- Documentation skills – able to deliver low level design documentation via MS Visio and MS Office
- Strong research and consultative skills
- Commitment to customer satisfaction and staunch customer focus
- Other core competencies will be defined by your direct supervisor/manager

### **EDUCATION/EXPERIENCE**

- 4-year technical degree in related technology or 4-year degree
- 5-7 years Networking, Internet & Administration experience
- Experience with Telecommunications technology
- 3-5 years in a Technical Architect Role
- Database knowledge and expertise
- CCNA/CCNP a plus

### **MENTAL/PHYSICAL REQUIREMENTS**

- Ability to be on feet while performing job responsibilities
- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for a long period of time

### **WORKING RELATIONSHIPS**

- Report to a manager or higher level personnel
- Ability to work closely with peer engineers, group leaders and other employees and departments in the company
- Direct work with customer and partners in a leadership role
- Provides leadership within company on small projects and tasks

### **COMPANY POLICY/PROCEDURES COMPLIANCE**

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

### **BENEFITS**

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the

company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To apply to this career opportunity, follow this link:

[https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=150124&lang=en\\_US&source=CC3](https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=150124&lang=en_US&source=CC3)

## ABOUT CALABRIO

[Calabrio](#) is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The [Calabrio ONE®](#) software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named “Leader” by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at [www.calabrio.com](http://www.calabrio.com). Follow [@calabrio](#) on Twitter.

Calabrio, Calabrio ONE and the Calabrio logo are registered trademarks or trademarks of Calabrio Inc. All other trademarks mentioned in this document are the property of their respective owners.

Calabrio, Inc. is an equal opportunity employer. Copyright © 2016 Calabrio, Inc.