

VSoft Job Description

Position: Jr. Solutions Engineer - Entry Level
Location: Duluth, GA (USA)
Travel: 10 – 25% (Pre-COVID)
Other: Candidate must reside within 50 miles of a major airport within a respected region.

Job Summary:

The Jr. Solutions Engineer is a cross functional role that is part of the Solutions Engineering team supporting presales and post-sales initiatives. This person will wear many hats as they assist the Sales and the Sr. Solutions Engineering teams. She or he will be responsible for building relationships, documenting business requirements, selling technology solutions, assisting in managing product implementations, and being a project resource to customers and prospects on a proactive basis.

Responsibilities:

- Assist in the requirements gathering process, from pre-sales to delivery.
- Gather workflow requirements from customer with high levels of quality and customer satisfaction.
- Generate, review, and delivery of project documents, such as Statements of Work (SOW), Business Requirements Documents (BRD), and other project/sales documents.
- Assists with the definition of network configuration required for implementation of in-house and hosted software solutions.
- Define, document, and review custom software enhancements.
- Conducts analysis and resolution of complex client problems/situations while practicing excellent client relation skills.
- Works closely with Project Managers, development team, and customers to highlight any technical risks.
- Sales support during the sales cycle up to and including the handoff of requirements to a Project Manager and Implementation team.
- Developing in-depth knowledge of products, services, and industries.
- Recognizing the customer's key challenges in their business operations and identifying products and solutions to the customer's area of need.

Experience and Educational Requirements:

- 2 Years minimum experience in Sales/ Account Management/ Customer or Technical Support/ Management or Project Support
- Bachelor's Degree or equivalent experience

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- High levels of interpersonal communication, written and verbal communication, and documentation skills
- Ability to multi-task, prioritize workflow and complete tasks with a high level of organization, responsibility, and efficiency
- Software Implementation Experience is desirable
- Strong oral and written communication skills; detail oriented; interpersonal skills
- Career Driven
- Proven multi-tasking and problem-solving skills
- Ability to adapt in a fast paced, changing environment
- High energy with personal initiative
- Strong sense of urgency
- Experience in banking is a plus