

JOB TITLE:	Solutions Architect
LOCATION:	USA (Remote)
REPORTING TO:	Global Solutions Director
DEPARTMENT:	Sales

About Us

Having recently secured \$103 Million in Series C funding from global investors, Connex has recently been ranked one of the top 15 fastest growing tech companies for the 5th consecutive year. Connex is a market leading "Omnichannel" provider, providing powerful in-house AI technology to intelligently transcribe and assess calls, with an ever expanding platform of communication channels, including email, live chat, WhatsApp, SMS, and social media.

Connex was founded in 2013 and is now present on multiple continents and markets. We serve our customers with a rapidly expanding team of over 450+ employees based in our offices in the United States, England, South Africa, Kenya, Nigeria, Spain, Australia, and now Sweden.

We are currently recruiting for a number of live roles and would love to hear from any enthusiastic individuals who want to further their career within a well-established and fast paced business.

What we do, Customer Engagement

We live in a very modern and advanced world where businesses are adapting to the ways customers prefer to interact or communicate with them. Whether it is over the phone, livechat, text messaging or social media, our system will help businesses adapt to their customer's preferences and cater to their needs. It is Omnichannel Customer Engagement made simple.

Role Objectives

What's the role of a Solutions Architect at Connex?

Solutions Architects in our business live at the intersection of sales and technology. Using your technical background as a foundation, you'll help prospective clients understand the gains and benefits that can be delivered by modern, cloud-based, customer experiences. Some of the opportunities will be formal procurement processes, and some will be driven by "art of the possible" demo-style sessions to enthuse, excite and engage prospective clients. In terms of clients, we work with a huge range! From enterprise heavyweights across, retail, travel, utilities and multi national BPOs, you will know of - or have interacted with a lot of our clients.



What about the technology and solution space?

At Connex we design, build, and manage our own suite of modern cloud-native AI powered communication technologies. Our Athena AI, omnichannel and dialler communications platform provides a single pane of glass for all users with voice, live chat, email, WhatsApp, SMS, Messenger and social. Our AI engine, 'Athena', is the brains behind a lot of our tech, from chat bot to speech analytics, Real-Time call transcription, Speech-Enabled IVR and Real-Time Agent Coach being some of the new features.

Core Responsibilities & Duties

Working alongside our in-house teams sales team, product specialists and delivery teams, you'll own the early customer conversations. This will include actions such as:

- Designing and driving the delivery of modern, engaging sales presentations and demos
- Responding to RFIs and RFPs
- Scoping integrations, custom flows and validating integrations.
- Meeting new and existing clients face to face and online, to explain what is possible and push the boundaries of our products
- Helping to qualify new sales opportunities through detailed discovery meetings, building interest and engagement with senior stakeholders
- Ability to identify and respond to suitable opportunities and take a lead technical role in achieving success.

Role Requirements

Absolute must haves:

- Fast learner, enthusiastic and positive.
- The ability to handle multiple opportunities simultaneously and laser focused on winning the deal.
- Strong experience in omnichannel, dialler, knowledge management, workforce optimisation and conversational AI.
- Demonstrable advanced knowledge of multiple software applications.

Nice things to impress with:

- Contact center industry experience, generative AI, dialler management, architecture design, networking, hyperscalers, cloud, telecoms.

To apply for this role, submit your CV and any relevant personal information to hr@connexone.io

You may be required to work in an area of the company where work exists and for which you possess the necessary skills and/ or be prepared to undergo training/train others as required by the company.

This job description should be taken as a general guide and the company reserves the right to update and amend it in keeping with operational requirements, which may change from time to time.