

Role: Solution Architect.

Location: United Kingdom

Vacancies: Senior /Junior Solutions Architects

Unlock Your Potential with ConnexOne:

Ready to revolutionise the future of contact centre technology?

Connex One, a trailblazer in Dialers, OMNI Channel enablement, and AI solutions, is actively recruiting Solutions Architects to join our dynamic team.

We're not just reshaping customer service; we are redefining it with advanced AI technologies. As a Solutions Architect at Connex One, you'll be at the heart of this transformation, designing and implementing innovative solutions that set new standards in the industry. Your expertise will drive our success, and your creativity will catalyse change. If you thrive on solving complex challenges and are passionate about cutting-edge technology, this role is for you. Join us and be a key player in transforming the customer service landscape with Connex One.

Who We're Looking For:

Connex One seeks driven people who are passionate about contact centre platforms and AI technology to advance their careers. If you're driven to innovate and eager to shape the future of contact centres, we want to hear from you.

Why Connex One?

- Dive into the forefront of Contact Centre Dialer, OMNI channel and AI technology, where we're redefining the customer experience for businesses worldwide.
- You will develop an understanding of how businesses use ConnexOne to gain a competitive advantage in the marketplace
- Join a company experiencing rapid expansion and advancement, with a history of promoting organically.
- Work with great people who will share the same passion for creating a great work environment and customer service
- Known for being one of the fastest-growing tech companies in the UK

Your responsibilities will include:

Working alongside our in-house 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
- 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

Are you the right candidate for us?

- Professional and confident work ethic.

- Experience in the contact centre industry is highly valued, whether as a seasoned end user, dialler manager or technical specialist.
- CCaaS Presales, Solution Engineering, Dialler Management, Solutions Design/Architecture
- Cloud Communications role
- A demonstrable track record of delivering positive technical or operational change
- You can handle multiple projects concurrently and demonstrate strong organisational skills and attention to detail.
- We are interested in speaking with Junior candidates who would like to kick-start a career as a Solutions architect and Senior candidates who would like to step into the future of contact centre enablement.