

<b>JOB TITLE:</b>	Solutions Architect
<b>LOCATION:</b>	South Africa (Hybrid)
<b>DEPARTMENT:</b>	Solutions Architecture

### **About Us**

Having recently secured £93 million in Series C funding from global investors, ConnexAI has recently been ranked one of the top 15 fastest-growing tech companies for the 5th consecutive year. ConnexAI is a market-leading AI and communications software 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.

ConnexAI 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, and Australia.

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, live chat, text messaging, or social media, our system will help businesses adapt to their customers's preferences and cater to their needs. It is Omnichannel Customer Engagement made simple.

### **Role Objectives**

ConnexAI 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.

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

### **Qualifications & Experience**

- 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.
- Previous experience in CCaaS Presales, Solution Engineering, Dialler Management, Solutions Design/Architecture or Cloud Communications role.
- A demonstrable track record of delivering positive technical or operational change
- Ability to handle multiple projects concurrently and demonstrate strong organisational skills and attention to detail.

To apply for this role, submit your CV and any relevant personal information to [hrza@connex.ai](mailto:hrza@connex.ai)

*As a reputable employer regulated by the Ofcom, ICO and Financial Conduct Authority, all offers of employment for this role are subject to a series of background checks, including criminal (DBS) and previous employment.*

*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.*