Position Title:	**Solutions Architect, Cloud and Data Center**
Location:	**San Jose/ Washington DC** (or New York/ Chicago)
Status:	**Full Time**

Description Summary:

The Solution Architecture, Cloud and Data Center is part of Tier 2 Sales Engineer Group, and will be the escalation point for non-standard, advanced technology, complicated request during the pre-sales phase. This position is also recognized as the product advocate.

Desired Skills and Experience

- Proven experience in Data Center, Cloud and Internet Access Product in the U.S. market
- Knowledge of Chinese market is a plus
- Ability to analyze customer needs, provide technically and financially sound solutions
- Strong verbal, written, presentation and interpersonal communication skills
- Extremely customer service oriented with a high sense of urgency
- Desire to constantly learn and use new technical skills

Major Tasks & Responsibilities:

- Serves as escalation point in Cloud and IDC for Tier 1 SE's who work at regional sales offices
- Consults and collaborates with clients to explore and improve IT infrastructure and service delivery with cloud-based solutions managers, customers, pricing team, project managers and Network Operations
- Identifies technical solutions and defines technical requirements for service implementation, understands customer's existing network, key locations and technical needs
- Presents, demonstrates and communicates the technical capabilities of the company network and associated products and services
- Presents the technical design/RFP in a complete and well-illustrated fashion to the appropriate sales representatives and/or customer
- Keeps the sales force appraised of technical updates, and similarly keeps the network group and product development teams aware of forthcoming technical requirements
- Engineers solutions based on customer requirements, provides a design document or diagram as necessary and presents solutions to the prospect or customer
- Works closely with the Network Engineering and Product teams to develop future product direction and strategy by providing input based on customer and prospect discussions
- Utilizes existing IT software (BSS, CRM etc)

Essential Skills, Qualifications and Education Needed:

- Minimum 5 years of related technical sales support experience in the telecom industry or WAN/Data Center design/ management
- Bachelor's degree in IT, Telecommunications or similar field
- Ability to work under minimum instruction
- Preferred: Global telecommunications experience; Bilingual (English/Mandarin)
- Current telecommunication or technical data services background. Experience with Data center design, Cloud architecture, VMWare; Experience with general IP products and services, such as IP Access, MPLS, VPN and IT Security for Enterprise
- Excellent presentation skills
- Experience with responding to emails and RFP's

If interest, please send your resume to Kelly at <krao@jumpstartrecruiting.com