



## Professional Services Manager - Solutions Architect

Our Support and Services Team is looking to hire a Professional Services Manager - Solutions Architect to join our Indianapolis, IN team. This position will help support our post-sales Scale Customers with professional services. We believe in best-ever experiences from the inside out - so this means we're looking for an approachable, friendly candidate who will love their co-workers as much as we love them.

The Solutions Architect is a critical client-facing role that interprets and translates client requirements into a solution that can be configured from a standard set of offerings by Scale Computing. The Professional Services Team acts as a liaison for the Customer to Scale and ensure that the project scope is maintained and solutions implemented.

A Solutions Architect will need to show knowledge and expertise in a number of areas. A successful Candidate will be an advanced T3 Support Engineer, professional leader, and project manager on the Support team. They will continuously show dedication to go above and beyond for our internal and external Customers and have Scale's best interest in mind.

A Solution Architect will work directly with Support Management, Product Management, Support Engineers, Sales Management, Sales, SE's, and Engineering. This position will identify additional services needed to help service our Customers and promote revenue to Scale Computing. They will also identify internal and external additional technical needs, technical training/education, create and streamline processes, and manage high-level projects deemed by Scale Management.

### Great Candidates will look like this:

- Enjoy troubleshooting and problem-solving analytically
- A team player who can work well within the team and collaborate cross-functionally, especially in a remote environment
- An excellent communicator who is efficient and effective with Customers and colleagues via web conference, in email, and in-person
- A motivated self-starter who thrives on prioritization and follow-through
- Passionately creative in mindset, and has the ability to adapt quickly to evolving business needs
- Provides excellent Customer service to EVERY internal and external Customer
- A positive, can-do attitude!

### Responsibilities

- Build relationships with all departments within the Scale Computing organization to further the success of all services for Customers, VARS, MSP's, and OEM's.
  - **Primarily within the Sales team**
    - Build strong relationships with Sales Reps and Pre-Sales Engineers
    - Keep a pulse on Customer/Partner service needs to add to services to our portfolio
    - Identify any potential problems which could occur onsite and put processes in place to ensure a best-ever Customer experience
    - Build a roadmap template for Customers' continued growth with Scale Computing and work with the Sales team on solutions for their needs

- Provide Sales and Support Management with a detailed summary after on-site service was performed and completed Roadmap
- Review new deals in the pipeline and ensure services both onsite and remote are included as needed for a successful Customer deployment
- **Product Management teams**
  - Get feedback from the Sales team on on-site services needed for sales objections
  - Recommend new services to add to our portfolio that would bring revenue to Scale Computing
  - Attend the Scale internal project calls about new services
  - Provide product feedback from the Customer's perspective
- **Customers, White Glove Customers, VARS, MSPs and OEMs**
  - Become a trusted technical advisor on all things Scale for our Customers and White Glove Customers
  - Work directly with VARS, MSP's and OEM's so they are empowered to sell Scale
  - Technical project management with White Glove Customers, VARS, MSP's and OEM's
  - Follow up with Customers who have received onsite services for feedback and any new needs for success with Scale Computing
  - Provide OEM support at the technical level on behalf of Scale Computing
  - Work with current Gold & Platinum Partners on post-sales training, Customer concerns, and Scale deployments
- **Technical Leader for Support & Services**
  - Lead the Professional Services team as a manager, mentor, and provide support to the Technical Support team where needed
  - Create new services documentation and maintain services documentation as needed for new services to be successful
  - Provide ongoing education to the Support & Services organization
  - Set a great example for other Engineers to follow

## Requirements

- A BS degree in a technical field or equivalent work experience is required
- Team management experience, 3-5 years preferred
- A minimum of 1 year of experience in a technical support or services organization and product-specific training related to networked storage products is required
- Diverse exposure and understanding of a variety of operating systems, virtualization platforms, and understand the interaction of the different layers of technology (Network, storage, etc.)
- Organizational discipline and professional communication skills; exceptional Customer management and communication, both verbal and written, as required to understand Customer needs and ensure clarity on the status of technical problems
- An outgoing personality who enjoys helping Customers receive the best experience they have ever had with a support & services organization
- Organizational and/or project management experience with an attention to detail with and accountability for individual tasks; an ability to self-motivate, research, document, and communicate progress and completion of tasks required (experience with Salesforce, or other case management tools a plus)

- A strong technical background and expert technical knowledge with computer hardware and software architecture, operating systems, virtualization, networking, and storage; experience with Linux, the Windows, Linux command line, and third-party applications
- Ability to understand and break down complex technical concepts from the computer science field in an easily accessible and engaging format without resorting to isolating terminology, specialist wording, or unique acronyms

#### **Other useful skills/experience**

- Professional Services / Service Delivery experience
- Technical knowledge and experience in the following: virtualization (mainline hypervisors), operating systems troubleshooting, IP networking, and storage technologies, both direct and NAS/SAN
- Have a comfort level at a command line, and a working knowledge of Linux, particularly how to navigate when logged in to a Linux host, perform diagnostics using Linux commands, execute scripts, and log analysis
- Experience troubleshooting clustered systems and clustered file systems

#### **Compensation**

- Competitive, based on experience
- Health Insurance: Vision, Dental and Medical (HDHP & PPO options)
- PTO & paid Company holidays
- This is a full-time, permanent position and may be remote or based out of our downtown Indianapolis HQ.

If you've reached this point in the job description and feel you're still not sure if you should apply...Just do it! We know there are no perfect applicants. You may not have 100% of all those bullets listed above - and that's okay. If you're feeling like you're not going to fit in with our teams - you'll be surprised. We're one Scale Computing which means however you identify and whatever background you bring with you, we encourage you to submit an application if it's a role you can be passionate about doing every day. Please send your resume, with the job title in the subject line to [careers@scalecomputing.com](mailto:careers@scalecomputing.com).

Scale Computing, Inc. is an Equal Opportunity Employer. Individuals seeking employment at Scale Computing, Inc. are considered without regard to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.

#### **About Scale Computing**

Scale Computing is a global business with offices around the world, thousands of Customers, and countless applications running on our industry-leading HC3 platform. We enjoy this success because we have made a conscious effort to build this company amazing person by amazing person – could you be the next to join us as the newest Scaler?

Scale Computing was founded on the belief that transparency and collaboration create a culture of ownership, success, and empowerment; more empowered employees are more productive employees. At Scale, we build empowerment through diversity and our core values of: Integrity, Innovation, Collaboration, Success, and Fun.

We are an “all killer, no filler” organization and believe everyone has an important role. We look for highly-motivated, smart, fun people to fill those roles. If working with other amazing people, to help us build a wildly successful company, sounds like fun to you, we'd love to hear from you.