IT Partners

Job Description

Job Title:	Solution Architect – Datacenter Infrastructure and Cloud		
Department/Group:	Professional Services		
Location:	Based in Phoenix, AZ	Travel Required:	Less than 20%, primarily within AZ
Level/Salary Range:	Senior/Competitive	Position Type:	Full-time
Job Description			

Job Overview/Purpose:

IT Partners, a leading IT solutions provider in the southwest, is seeking an experienced, forward-thinking technologist to join our growing professional services team. The successful candidate will provide technical leadership as a key member of the IT Partners team, supporting complex solution pre and post sales activities. You are the ideal candidate for this opportunity if you can provide the following:

- Lead technical engagements with IT Partners customers to identify, architect and configure solutions that enable them to support their organizational objectives.
- Evangelize IT Partners solutions to customers and deliver presentations on all aspects of our solution products and services.
- Respond to customer enquiries and discuss product capabilities and applications with technical users/buyers.
- Devise new approaches and methods to selling enterprise products and services and ensure the accuracy of highly complex product and service configurations within customer environments.
- Collaborate with our technology vendor partner's pre-sales engineers in the analysis and design of complex technical solutions for IT Partners' clients.
- Participate as a key team member in the design, development, and execution of customer account plans and strategies with the IT Partners and vendor partner sales teams.
- Configure and document IT Partners software, hardware, and consulting service solutions that address customer requirements and align with IT Partners business objectives.
- Present the design and value of proposed IT Partners solutions and business cases externally to customers, prospects, and internally to the IT Partners organization.
- Experience leading significantly participating in the design and implementation of mid-to-large scale implementations of datacenter infrastructure technologies or migrations to public cloud solutions
- Leverage tools and technologies to develop solutions for customers, including vendor configuration tools from HPE, Dell, VMware and others, and assessment tools such as RVTools, Live Optics and CloudPhysics.
- Leverage multiple sources of technical enablement, including formal vendor training, webinars, technology conferences and self-study, to develop and maintain the highest level of technical expertise across all of IT Partners solution areas
- You also enjoy the "doing" – on occasions participating in solution delivery for customers just as much as evangelizing, planning and designing those solutions
- You want to expand your technical horizons beyond your current capabilities – learn to support our growing HPC practice, help grow our managed service offerings or adapt traditional infrastructure expertise to multi-cloud architecture – you won't be boxed in to a limited, fixed set of responsibilities.

Duties:

This customer-facing position is responsible for supporting the sales of IT Partners' solutions and services from multiple technology partners. This Senior Consultant will be a member of IT Partners pre-sales team and will collaborate with other members of the organization to deliver complete enterprise solutions.

- Meet with customers and prospects to identify opportunities, gather business and technical requirements and develop solutions
- Design, develop configurations for and present complex technology solutions to customers and prospects based on IT Partners designated solution focuses
- Participate in account strategy sessions and opportunity identification activities
- Collaborate with IT Partners' vendor partner technologists, IT Partner consultants and other relevant technology industry contacts
- Deliver roadmaps, product announcements and other key product life cycle changes to both IT Partners customers and the IT Partners sales and consulting teams

- Architect and deliver complex public cloud architecture solution assessments, implementations, upgrades, and migrations
- Attend training sessions, technical conferences and other professional development activities to build and maintain necessary technical expertise
- Provide whiteboard sessions, roadmaps and other technical presentations to customers.
- Work with vendor partners and customers to resolve technical issues.
- Maintain multi-vendor technical expertise and certifications to support our selected partnerships.

Expectations:

- Be an infrastructure technology SME within the IT Partners organization
- Be driven and proactive to support our customers and your IT Partners team members
- Understand and support the infrastructure practice goals of the IT Partners organization
- Be highly available and responsive to your consulting, sales, and business development team members
- Develop and maintain peer relationships with key members of our customer's technical teams
  - Strive to be their go-to advisor for infrastructure solutions and other IT challenges
- Develop and maintain peer relationships with key partner technical team members.

Skills/Qualifications:

Desirable Knowledge, Skills and Abilities:

- Minimum 5 years of progressively responsible experience with key datacenter technologies
  - Pre-sales design and solution experience with current enterprise server and storage technologies
  - Pre-sales design and solution experience with current VMware enterprise virtualization products.
- Cloud solution architecture experience, with Azure, AWS or GCP
  - Experience with "well-architected" frameworks for cloud design desirable
- Should have current product knowledge with our primary infrastructure partners HPE or Dell
  - Any additional hardware/software vendor product knowledge a plus
- Minimum 2 years' experience in a technical presales role in a manufacturer or VAR environment preferred
- Proven success in providing technical expertise while supporting the sales of infrastructure technologies in enterprise customer environments.
- Experience with data protection and disaster recovery solutions (backup/recovery, replication, HA/DR)
- Should have well-developed communication and presentation skills.
- Must have the ability to recognize a customer's business needs and to translate them into a technology solution.
- Ability and willingness to motivate and support other consultants.
- Resilience and resourcefulness when solving complex problems.
- Ability to work both as a team member and independently as needed.

Education, Experience, Training/Certifications:

- BS/BA with a major in a technical discipline, or the equivalent relevant experience desirable
- **Compute Solutions**: HPE, Dell
- **Storage Solutions**: HPE - Alletra/Nimble/Primera; Dell - VNX/Clariion/Unity, VPLEX, Isilon; NetApp, Qumulo, Cohesity, VAST, Scality
- **Virtualization**: VMware, Microsoft Hyper-V
- **IP and Storage Network Fabrics**: Brocade, Avaya, Arista and Cisco
- **Data Protection and Other**: Veeam, Commvault, Cohesity, RecoverPoint, DataDomain, NetBackup, Rubrik
- **Cloud**: AWS, Microsoft Azure, Google Cloud Platform
- **Operating Systems**: Windows, Linux flavors, VMware
- **Desirable Specific Pre/Post Sales Training/Certifications**
  - HPE compute and storage solutions (ASE, MASE)
  - Dell/EMC compute/storage
  - VMware (VTSP, VCP, VCAP)
  - Veeam, Cohesity, Qumulo

Approved By:		Date:	

Last Updated By:		Date/Time:	