



JOB DESCRIPTION

Solutions Engineer

Reports to: Commercial Project Manager

Team: Sales

Location: London

We are Circus Street.

Circus Street is the only specialist provider of online training in digital skills, specifically designed for global enterprises.

We know that digital skills are crucial in modernizing enterprises, and we partner with clients to deliver learning linked to specific business goals: working together, this focused approach drives impressive business results.

Our exceptionally engaging training covers topics from eCommerce and data analytics to digital marketing to help teams understand how technology is changing the relationship between businesses and their customers. Alongside this, we have an award winning culture offering a range of personal benefits from creative leave days to our exceptional personalized wellness offering - but don't take our word for it! Check out our video here <https://vimeo.com/195957703>.

We work with more than 200 'Fortune 500' brands around the world, to populations ranging from 100-100,000+ users. Come and join us...

Job Purpose

Working directly with our Commercial Project Manager, where you will act as the go-to technical resource to help support our global sales team. The Solutions Engineer will Solicit technical integration business requirements from client stakeholders, and assist with new client acquisitions whilst educating existing clients on our latest product offerings as the product evolves. Your experience as a Solutions Engineer will also allow you to demonstrate your ability to communicate complex technical solutions to all levels within the sales team and to client stakeholders.

Key Responsibilities

- Work with our Commercial Project Manager and act as the go-to technical resource to support the global sales team
- Solicit technical integration business requirements from client stakeholders
- Present product offerings and integration approaches in the best light to prospects and customers, to evoke confidence in our technology infrastructure and to remove all technical and security objections during the sales cycle
- Assist with new client acquisitions and educate existing clients on the latest product offerings as the product evolves
- Provide advice on best practice employee learning experience journeys within Learner Experience Platforms
- Support responses to RFPs and be able to address security architecture and compliance questions working alongside our Head of Information Security
- Work with customers-and commercial teams to ensure customer readiness for product, including provisioning requirements and set up best practice, both pre- and post-sale (system integrations, SSO, etc.)
- Act as a liaison between the Product Manager and the sales team to disseminate and update best practices as our product develops
- Support the Commercial Project Manager to develop a technical implementation strategy and effectively demonstrate the solutions that address the commercial requirements and provide business value
- Ability to communicate complex technical solutions to all levels within the sales team and to client stakeholders

The Circus Street Mindset

- **Empowerment** - Solving difficult challenges, embracing ownership.
- **Self-Awareness** - Making positive behavioural change, moving towards higher personal success.
- **Optimism** - The way in which we approach a challenge, determines the experience and outcome.

Education and Experience

- Passion for EdTech
- Experience in SaaS product development
- LMS systems (Cornerstone on Demand/Edcast/Success Factors/Degreed)

Sounds great doesn't it? And in return we offer...

- Competitive health, dental and vision plans
- Dedicated Wellness Manager to help you achieve an optimal state of health and wellbeing
- 6 Personal Development Days per year
- 6 Volunteering Days per year
- Competitive salary
- Working from home (subject to internal guidelines)
- 25 days annual leave per year with an additional duvet day
- 4pm Friday finish
- 401k match
- Life Celebrations: Birthdays, Weddings, Baby Showers - we love to celebrate them!
- Diversity and Inclusion Committee: you can choose to attend events and learn about a range of topics from Faith, Gender Equality, Racial Equity, LGBTQIIA+ and neurodiversity.
- Access to 'Headspace' the meditation app and 'House of Wellbeing' MindTalks to keep you psychologically fit.
- Weekly CBT Sessions with our in-house Therapist.
- Access to our in-house Registered Nutritional Therapist.
- CS Benefit Hub. A place for you to access a huge variety of retail and leisure discounts and access cashback deals from tech giants and wellbeing providers.
- Eyecare and ergonomic check ins.

We're also proud to be recognised in 2021 as one of London's Top 50 Mid Sized Companies to work for. Get in touch to find out more.

