Solutions Engineer

The Role

Based in our London office, but currently working remotely due to COVID-19.

We are looking for a Solutions Engineer to join our team. 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.

- 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 Person

This role also requires someone who has excellent communication skills, both written and verbal, whilst also having a good understanding and experience of SaaS product development. Any prior knowledge of LMS systems (Cornerstone on Demand/Edcast/Success Factors/Degreed) will be highly desirable for the position of Solutions Engineer. We are looking for someone who enjoys working in partnership and collaborates with colleagues across the organisation to recognise shared objectives and priorities, and work cooperatively to achieve them, and has a real passion for EdTech.

- Ability to execute and implement change as required to meet business goals
- Passion for EdTech
- Experience in SaaS product development
- LMS systems (Cornerstone on Demand/Edcast/Success Factors/Degreed)
- Collaborative Working
- Goal Oriented
- Interpersonal/Communication Skills
- Organised the role requires best-in-class organisational skills as you will be dealing with multiple stakeholders and projects at any given time

The Benefits

- Private Healthcare
- Company Pension Scheme
- Childcare Voucher Scheme
- Eyecare Voucher Scheme
- Working from home (subject to line managers approval)
- 25 days annual leave PA
- 6 Personal Development Days PA
- 6 Volunteering Days PA
- 4pm Friday finish
- Dedicated Wellness Manager to help you achieve an optimal state of health and wellbeing while reaching personal and professional growth
- Variety of clubs and activities (incl Run Club, Games Night and yoga to name a couple)
- CS Benefit Hub. Access to a huge variety of retail and leisure discounts.
- Cycle to Work Scheme. Up to the value of £1,000 (available upon successful completion of probation period)
- Competitive salary

About Circus Street

At Circus Street we are passionate about creating an inclusive and diverse working culture that puts it's people at the heart of it's business. A culture that supports employees in both their professional and personal development, creating a fast paced, entrepreneurial and supportive environment where all employees can thrive.

We are a training organisation that builds digital and data capability for the world's leading brands. We use storytelling, award winning visual media and interactivity to create a highly effective and engaging learning experience that is delivered exclusively online. The learning programs we develop equip teams with the tools and knowledge to work more effectively with colleagues, partners and customers and creates real business impact.

Circus Street is delivering dynamic customised global learning programs to more than 200 'Fortune 500' brands around the world, to populations ranging from 1,000-100,000+ users. The business focus is on maintaining it's edge in the continuously evolving digital age, driving exponential growth and global expansion.

Circus Street was founded in 2009 in our London head office, and now employs more than 100 people across our global sites in New York, Austin, Singapore and Sydney.

Take a look at our recruitment video: https://vimeo.com/195957703