

Operations: Solution Architect

Echo Service Provider:

Echo Service Provider (Echo) is an independent integrator of advanced network and cloud computing services. We offer an aggregation of ISP services to the South African market.

Through a collaboration of multiple ISPs and vendors, we take an independent approach to sourcing, building and managing converged communication networks, allowing us to deliver solutions that are best of breed while remaining vendor neutral. Coupled with the aggregation of these, best of breed services, our carrier neutral network adds significant value to our clients.

Echo forms a single point of contact for client communication needs. From VPN to Hosting services, internet connectivity to 3G connectivity.

Position Summary:

The position's primary responsibility will be architecting the overall technical design and building a solution, ensuring the client's requirements are realized. The person will act as a technical liaison between Sales and the Operational Engineering teams. This includes the solution design, business development, and transition of projects from presales to delivery, and sales support.

The position will require the necessary skills to architect, design, integrate and deploy robust high-performance cloud and network solutions, considering all aspects of the existing infrastructure. Enabling the implementation to be effectively and efficiently delivered.

Work closely with the sales team to produce the necessary technical specifications for the desired solution. Influence and guide members of the Sales team and ensure that they are equipped to address the customer business requirement and close the deals. This may include liaising between the client, vendors, project management, and the technical teams on questions, issues, and revisions to the solution architecture.

The candidate should be a technology evangelist, with good product knowledge, integrated with deep technology understanding, and always striving to deliver a superior service. The candidate must have the ability to multitask in a fast-moving environment.

Support infrastructure leadership in identifying opportunities for emerging technologies, through collaboration, to enable business strategies. Provide an advisory role with the client on the impact of new technologies on their existing technology and network environment.

Key Responsibilities:

- Analyse business requirements to develop technical network solutions
- Engage with clients to understand their specific requirements, challenges, business goals and develop detailed specifications for proposed solutions, including hardware, software, and network configurations, ensuring alignment with best practices
- The Solutions Architect is required to transform high level customer network designs and create low level technical details enabling the solution to be implemented and supported
- Generating solution documentation for internal stakeholders in the form of diagrams, documents and spreadsheets
- Provide technical validation of solutions in conjunction with engineering teams

- Consulting with stakeholders at a technical level to understand, define and derive requirements
- Analyse existing system procedures for efficiency and effectiveness
- Continuously enhance technical expertise by pursuing relevant industry certifications and staying informed on evolving networking and telecommunications technologies
- Actively research relevant new technologies and participate in related initiatives across the business. Stay abreast of how technology infrastructures are currently impacting and driving competitors

Qualifications

- At least 6 years relevant experience in telecoms service provider IP environment
- At least 4 years strong professional technical experience related to systems design and deployment, or networking and infrastructure within a large scale (preferably multi-national), ISP and vendor technology services environment
- Professional industry qualifications in Information Technology and/or Technology Management:
 - Preferably CCIE, CCNP, CCDE, JNCIE, MEF CECP or similar
- Proficient understanding of Networking, SDWAN, LAN, WAN, Wi-Fi, Cloud, Security, and VoIP
- Self-starter with the ability to appropriately prioritise and plan complex work in a rapidly changing environment
- Ability to understand business requirements and convert them into solution designs
- Proven client engagement and design architecture experience
- Ability to deliver well-crafted and detailed Statements of Work
- Ability to multitask in a fast-moving environment
- Use a consultative approach to solving problems
- Demonstrate understanding of cross - functional / cross - domain requirements and impact
- Stay abreast of current and emerging technologies / products / trends related to architectural solutions. Utilise those findings to influence our technology strategy