

United Kingdom Jobs Expertini®

Resident Solution Architect, Professional Services

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Company: Informatica

Location: United Kingdom

Category: computer-and-mathematical

External Description:

Build Your Career at Informatica

We're looking for a diverse group of collaborators who believe data has the power to improve society. Adventurous, work-from-anywhere minds who value solving some of the world's most challenging problems. Here, employees are encouraged to push their boldest ideas forward, united by a passion to create a world where data improves the quality of life for people and businesses everywhere.

Resident Solution Architect, Professional Services

This position is a senior level customer-facing role, that is unique and highly visible within both Informatica and customers. You will contribute to the development of our Resident practice and deliver resident consulting services to key strategic customers, both in-person as well as remotely with the goal of ensuring their successful adoption and expanding usage of the Informatica solution. You will report to the Director of Professional Services.

This is a hybrid role.

Your Role Responsibilities? Here's What You'll Do

Viewed by customers as a trusted technical adviser, you will provide technical leadership in a post-sales capacity to guide strategic customers as they design and implement our platform.

Engage several customer accounts simultaneously, providing advice and guidance to positively influence their implementation success.

Provide a point of continuity and being a trusted technical advisor for our customers

transitioning from pre-sales to post-sales.

Identify and drive new initiatives that enable customers to turn their data into actionable value and align these initiatives with their outcomes for continued success.

Inspire customers regarding the value of our platform by sharing customer success stories, sharing your own experiences, and showing them the art of the possible related to their specific needs.

Develop key relationships with the customer at all levels of the organisation, including C-level executives. May have routine contact with senior-most external and internal stakeholders, where experience establishing communication and engagement with prospects are paramount.

Contribute to Resident practice development, plus professional services best practices and knowledge management activities to encapsulate knowledge and provide a foundation for improving our customer engagements.

What We'd Like to See

10+ years as a managing consultant, pre-sales consultant or managing solution / technical architect.

Experience driving software platform adoption in Fortune Europe organisations in markets such as: Finance, Retail, Telco, Life Sciences, Manufacturing, Healthcare.

Software solution development/deployment experience required in enterprise data management projects.

Role Essentials

Holds expert-level experience and uses professional concepts to resolve complex issues in creative ways.

Work on complex issues where analysis of situations or data requires an in-depth evaluation of variable factors.

Exercises judgement in methods, techniques, and evaluation criteria for obtaining results.

Experience establishing communication and engagement with prospects and presentation

formats

Perks & Benefits

Comprehensive health, vision, and wellness benefits (Paid parental leave, adoption benefits, life insurance, disability insurance and k plan or international pension/retirement plans

Flexible time-off policy and hybrid working practices

Tuition reimbursement program to support your and personal growth

Equity opportunities and an employee stock purchase program (ESPP)

Comprehensive Mental Health and Employee Assistance Program (EAP) benefit

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