

United Kingdom Jobs Expertini®

Solutions Architect

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Company: 1Password

Location: United Kingdom

Category: computer-and-mathematical

What we're looking for:

Strong and timely communication skills over email, phone, and video. This position is heavily customer facing and this should be exciting for you.

A knack for communicating complex technical problems in a simple and easy-to-understand way.

Experience with various SaaS products and cloud-based infrastructure: Linux, DNS, Docker, Kubernetes, TLS, and command-line interfaces to name a few.

The ability to take on new technologies and products with the challenges they bring and quickly become a subject matter expert for the rest of your team.

An excellent ability to work with other team members and to nurture healthy relationships across the many teams this role would have you interface with.

A love for creating and testing solutions and for determining the root causes of problems customers face.

A desire for creating strong documentation and refining processes to not only share your knowledge with your team but to make the work more efficient.

A strong desire to learn and expand your knowledge.

What you can expect:

Month 1

Get to know the product, our culture, and the people you'll be working with.

Shadowing customer calls, both technical and sales, to get a feel for what customers need, expect, and look for from 1Password.

By the end of the first month, you'll be able to deploy our SCIM bridge and 1Password Connect server, connect via API or IdP, and start to be able to confidently answer questions from the rest of the Go-to-market team.

Month 3

You can successfully help a customer directly plan and deploy with some of our "one-click" deployment options for the SCIM bridge and troubleshoot any issues that may arise.

You can help a customer plan a deployment of Secrets Automation and confidently discuss using our pre-built SDKs or plug-ins as well as our open API.

Supporting existing customers with advanced and ongoing training needs.

Proactively report on customers' needs and valuable feedback to enhance and improve processes and the product.

Month 6

Own customer projects from start to finish and help some of our larger customers with trickier projects.

Successfully navigate consultation, implementation, and troubleshooting calls as the primary contact.

Find ways to assist our go-to-market teams to expand our installed bases of these products.

Interface with the development and product teams to improve the customer experience for our more technical products.

We believe in the power of remote work, but we also recognize that some in-person connection with team members and customers is important to help us achieve our mission.

While we are a remote-first company, occasional travel for in-person engagement will be a part of this role. This may include but is not limited to bi-annual department-wide offsites, quarterly department meetings and periodic customer events. These events will typically be held in varying locations across Canada and the USA. In leadership roles, you can expect to travel once per month on average.

What we offer We believe in working hard, and resting hard. We're always looking for new ways to support our team members, but here's a glance at what we currently offer:

Health and wellbeing Maternity and parental leave top up programs > Wellness spending account > Generous PTO policy > Company-wide wellness days off scheduled throughout the year > Wellness Coach membership > Comprehensive health coverage

Growth and future > Employee stock option program for all full time employees > Retirement matching program > Training budget, 1Password University access, and learning sessions > Free 1Password account (and friends and family discount!)

Flexibility and community > Paid volunteer days > Employee-led DEI&B programs and ERGs > Fully remote environment > Peer-to-peer recognition through Bonusly

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