Solutions Architect

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Company: Adaptiva

Location: United Kingdom

Category: other-general

About Adaptiva Adaptiva, the Autonomous Endpoint Management company, delivers the fastest way to patch and manage endpoints at scale. The company offers OneSite, the first fully adaptive autonomous endpoint management (AEM) platform. IT and cybersecurity leaders use OneSite to gain a hands-free, fully automated approach to speeding the continuous delivery of software, patches, and vulnerability remediations. Hundreds of today's largest global organizations choose Adaptiva to increase operational efficiency, reduce risk, and maximize patching velocity across millions of endpoints. Learn more at Adaptiva, and follow the company at LinkedIn, Facebook and X. About this role We are looking for a Senior Solutions Architect to be part of the global Customer Success team, performing senior level technical support, solutions, and customer onboarding activities. You will be responsible for ensuring our customers have excellent experiences implementing and utilizing Adaptiva products. This is a full-time, remote (work from home) position based in the United Kingdom and may require occasional travel within the region. Responsibilities Key responsibilities will include: Provide technical product support for new and existing customers.Liaise directly with our customers at all levels of their business, both remotely and in-person.Build and maintain technical relationships with existing customers in the region.Technical resource for designing and supporting post-sale customer solutions.Deliver product training and assist in the creation of self-education public access content such as knowledge-base articles, blogs, videos etc.Maintain internal systems for product demonstration and testing.Be part of the on-call support rotation (1 week every 3 months).Participate at technical conferences and contribute to activities in the booth at

events while promoting the Adaptiva platform. Requirements Progressive experience in a technical role, implementing and supporting IT software.Experience with Adaptiva products.Industry specific experience in systems management, device management, security software or configuration compliance.Technical experience with design, implementing and supporting Microsoft System Center Configuration Manager 2012 and later.Technical experience in Windows Operating Systems, Desktop Management and Windows Deployment.Excellent and demonstrable troubleshooting and analytical skills.Experience with server and networking technologies.Experience managing support tickets and escalations. Nice to have Experience with cloud-based endpoint management/MDM solutions (e.g. VMware Workspace ONE, Microsoft InTune, Altiris). How to apply Send your resume and cover letter in .pdf format to careers@adaptiva.com. You must have the right to work in the United Kingdom. Visa sponsorship is not available for this position. Qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, sexual orientation, gender perception or identity, national origin, age, marital status, protected veteran status, or disability status. Adaptiva does not accept unsolicited head-hunter and agency resumes.

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