

United Kingdom Jobs Expertini®

Solutions Architect

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Company: JumpCloud

Location: United Kingdom

Category: other-general

All roles at JumpCloud are Remote unless otherwise specified in the Job Description. PS - This role is only for candidates based out of UK.

About JumpCloud JumpCloud® helps IT teams and Managed Service Providers (MSPs) Make Work Happen® by centralizing management of user identities and devices, enabling small and medium-sized enterprises to adopt Zero Trust security models. JumpCloud has been used by more than 200,000 organizations, including GoFundMe, Grab, ClassPass, Beyond Finance, and Foursquare. JumpCloud has raised over \$400M from world-class investors including Sapphire Ventures, General Atlantic, Sands Capital, Atlassian, and CrowdStrike. Our teams are growing fast, too, and we're looking for talent across engineering, sales, customer success, marketing, product management, and more. Join our team of dedicated, passionate, and creative people who are eager to change the IT industry forever.

About the Role We are looking for inspired technology professionals who love the challenge of implementing and migrating customers from their Active Directory, Okta, and other identity management directories to the JumpCloud platform through a structured, efficient, outcome-based process while leveraging your expertise and all available JumpCloud resources. Solutions Architects at JumpCloud will have the opportunity to work with a wide variety of customers on structured engagements to provide a strong trusted technical bridge between JumpCloud and our customers, from the start of their implementation through to their continued expansion and use of JumpCloud. A Solutions Architect will develop a partnership with their customers to gain insight and operate at a high level to enhance their customer's experience with JumpCloud. In this position, you will:

- Gain a deep understanding of your customer's

environment and technical business needs through detailed and thorough discovery sessions. Help define applicable milestones for your customer's intended use of JumpCloud. Develop and articulate a clear vision and plan to achieve those milestones. Partner with your CSM counterpart to proactively drive efficient adoption of the JumpCloud platform and progress towards usage targets and milestones for each customer you work with. Confidently provide technical guidance to our partners and customers through complex architectural conversations, from User Adoption strategy and Onboarding to custom SCIM integrations and beyond. Perform systematic environment reviews with your customers to ensure adherence to best practices and identify areas for improvement or expansion. Work closely with larger customer organizations on long-term or ongoing engagements. Communicate regularly with customers about their planned environment changes or updates as they relate to JumpCloud and potential use-cases. Work hands-on in customer environments when applicable to execute migration or configuration tasks. Escalate and reproduce issues in-house and respond in a timely manner. Clearly and thoroughly notate customer interactions, goals and outcomes for your own reference and to share with internal stakeholders and peers. Test new customer use-cases using in-house and industry tools, and document the outcomes for customers and in our internal knowledge repository. Collaborate with peers, mentors, knowledge base authors, community forum leaders and other internal and external tools, to provide the most effective, world-class solutions for our partners, prospects, and customers. Assist with onboarding of new PS Team Members and share your SME-level knowledge internally and externally. Consult, plan, and execute implementations of JumpCloud alongside other PS engagements and projects as-needed. Provide regular feedback and stakeholder participation in process and tooling enhancements related to the delivery of Professional Services for our customers. We're looking for... someone who likes the challenge of ensuring the success and delight of customers when using our software products who displays phenomenal abilities to demonstrate and articulate technical concepts in front of technical audiences. A strong desire to see customers win and be successful at their jobs through the utilization of our Open Directory Platform software 6 or more years experience in a prior SaaS, professional services, Directory administrator, or implementation role(s) Minimum 2+ year of experience in a prior technical JumpCloud role, or equivalent experience with the JumpCloud admin console Deep technical expertise and a high aptitude in a customer-facing position Project management, time management & planning skills Strong aptitude for learning new

technologies and understanding how to utilize them in a customer-facing environment
Strong oral and written communication skills
Possesses a logical approach to problem solving
Proven ability to understand/test/configure various integration and connectivity enhancing technologies in various environments
Willing to travel on-site to customer locations if required
Previous work experience as an IT Admin or SysAdmin in a technical domain, or positioning a SaaS product to those audiences, and an advanced understanding of the following technologies is strongly preferred:
Administrating or supporting Medium-to-Large scale SMB environments & architecture
Microsoft 365 and AzureAD experience
Active Directory expertise, MCSA/MCSE, or prior AD administrative experience required
Apple MDM, AD Device Management, AzureAD Connect, and Intune
Okta administrative experience or certification preferred
Google Workspace administrative experience
AWS Experience & Skills desired (S3, Lambda, EC2, CloudWatch)
Device Management - Windows, macOS, iOS, Android and Linux Operating Systems
LDAP administration, troubleshooting, and maintenance experience
Networking & Authentication (RADIUS, LDAP, SSH, SMB/Samba)
In-depth knowledge of Single Sign-on, SCIM, JIT, OIDC and SAML
Scripting experience, PowerShell preferred
User onboarding and offboarding
Software systems setup and configuration experience
Bachelor's degree desired

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