

**Job title:** Solutions Engineer

**Function/Department:** Technical team

**Job Description:** The Solutions Engineer will be responsible to set up, maintain, and customize CPaaS deployments domestically and internationally, and support the business teams in a technical sales capacity. Seeking a skilled individual proficient in interpersonal, coordination, documentation, technical communication, decision-making, troubleshooting, analytical, project management, training, and creative and critical thinking skills to join our team.

**Job Details:** The role will require an understanding of client needs and the ability to design solutions to fully implement what is needed on the Telerivet platform. The position will also require cross-function coordination to make sure any information pertaining to account support can be provided in an organized and timely manner. The ability to communicate with and understand clients with different levels of IT skills & knowledge will be key. This will be hybrid remote work and will involve direct client interactions together with the sales team.

### Qualifications

- Bachelors in Engineering or related fields.
- Passion for solving problems.
- Strong English communication both written and verbal.
- 2+ years of experience with solutions engineering and/or technical sales.
- Experience with company productivity software: Office, Google Workspace, etc.
- Experience in a programming language is a must. JavaScript experience is a plus.
- Experience in business analysis, software development, and customer support.
- Experience in telecommunications and/or network infrastructure is a plus.
- Experience or general understanding of SaaS industries in the APAC region.
- Experience in delivering training on software is a plus.
- Understanding of cloud computing platforms like Google Cloud.
- Experience with API integrations and microservices architecture is a plus.
- Knowledge of DevOps practices and tools (e.g., Docker, Kubernetes, CI/CD pipelines) is a plus.
- Familiarity with data analysis and visualization tools.
- Ability to manage multiple projects and prioritize tasks in a fast-paced environment.
- Strong problem-solving skills and the ability to work independently and collaboratively.



## **Responsibilities**

- Conduct technical sales, scoping, and solution implementation.
- Onboard new users, configure communication services, and perform User Acceptance Testing (UAT).
- Troubleshoot and optimize user account configurations.
- Collaborate with teams to meet project requirements.
- Attend client meetings to refine account needs.
- Maintain documentation and provide support.
- Recommend improvements and deliver training.
- Foster collaboration for innovative solutions.

Send your CV to [jobs@telerivet.com](mailto:jobs@telerivet.com)