



Example of Senior Solution Specialist Job Description

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Our growing company is hiring for a senior solution specialist. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for senior solution specialist

- Produce high quality externally facing content including webinars, keynote presentations, solution overviews, product videos and more for all stages of the customer journey (Awareness to Advocacy)
- Work closely with cross-functional marketing teams to drive the business & product marketing strategy
- Participate in critical incident management 24/7 rotation
- Drive Problem Management to identify root cause and corrective actions
- Provide training for all roles within the Incident and Problem Management processes
- Define and implement improvements to Concur's Incident Management process
- Promote the role and value of Service Management processes across the entire organization
- Adapt Service Management processes to integrate with evolving DevOps practices
- Create quality and test concepts and implement and execute quality assurance and test related activities
- Plan and prepare tests, author and execute manual and/or automated tests and document test results

Qualifications for senior solution specialist

BTs product and service offerings

- The candidate works together with BT's Industrie 4.0 team to derive business requirements for IoT solutions
- The IoT Enterprise Solution Architect also aligns with BT's data lab/data lake teams to ensure synergies between the edge facing IoT platform and the backend/data science focused data lake platform based in AWS services
- Master's Degree in informatics, computer science, mathematics, or other related field
- Very good knowledge in edge computing
- Excellent knowledge in service integration and messaging protocols used for IoT