Example of Support Architect Job Description

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Our innovative and growing company is looking to fill the role of support architect. 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 support architect

- Fostering innovation and shape, develop and/or improve CGI solutions and services
- Participates in on-site customer meetings to understand customer requirements, workflow challenges and current environment
- Responsible for in depth product demos for prospective customers
- Responsible for Statement of Work (SOW) to be included in proposals
- Reviews and clarifies technical proposal with customers
- Ensure all required documentation and approvals are obtained to ensure smooth and timely hand-off to Contracting Specialist
- Consults with Project Management team on the technical solution and provides clarification as required
- Leads team to ensure timely and accurate completion of RFIs and RFPs (research/first review, clarification questions, solution design, and final submission)
- Reviews sales funnel and provides sales team with deal strategy and solution configurations
- Follow-ups with Product Management and/or factory to resolve any technical issues or questions with the proposal and pass along "customer needs from the frontline"

Qualifications for support architect

- Must currently reside in or be willing to relocate to Los Angeles, California area
- Certified Enterprise Architect (CEA) (DoDAF or FEA)
- Experience in management of System Development Life Cycle (SDLC)
- Strong technical background with excellent knowledge of in telecommunications systems and networks
- Candidates of industry recognized technical certifications/designations will be preferred such as Cisco Certified Internetwork Expert (CCIE), Cisco Certified Network Professional (CCNP), Juniper Networks Certified Internet Professional (JNCIP), Juniper Networks Certified Internet Expert (JNCIE)