



## Technology Solutions Architect

### JOB DESCRIPTION

Every InSource Solution's team member has an impact on our success. This document outlines how we expect you to make an impact.

**Job Title:** Technical Solutions Architect

**Area of Concentration:** Industry 4.0 / Smart Manufacturing

**Reports to:** Director of Smart Manufacturing and Innovation

### WHO ARE WE?

InSource Solutions helps manufacturers produce goods faster, more efficiently and with greater quality. We do this by leveraging software and hardware combined with change-management in the form of engineering, process design and optimization. In other words, solve problems.

We specialize in Digital Transformation and Process Change (Lean, TQM, Six Sigma, MES, etc) – each can be quite successful when evaluated on their own merits. However, the real value, the lasting value, is determined by how well the people (the workforce) adopt the solution.

### WHAT ARE WE LOOKING FOR?

A Subject Matter Expert (SME) who understands how people, materials, equipment, and the flow of information work together. Our SMEs understand our portfolio of hardware and software offerings and more importantly, how we combine these into solutions for our clients.

### WHAT WILL YOU BE DOING?

You'll play a key role in our sales process as you assist our sales teams in positioning InSource's portfolio with clients. You are the technical expert. You are responsible for showing clients how InSource's solutions drive outcomes but also deliver long-term value.

### HOW WILL YOU DO THIS?

1. Continuous Learning – internally and externally.
  - a. Continuous learning. As our SME, you will research and learn about our vendors' products and services, as well as our clients' and prospects' applications and help articulate how our products and services can solve our clients' problems.
  - b. Research and remain current on technology and the ever-changing technology landscape.
  - c. Serve as internal and external evangelist for our Advanced Manufacturing solutions, which may include public speaking, presentations and/or promotions.
2. Help us technically communicate our offerings.
  - a. Work with your sales counterparts to create, amend, or suggest sales enablement materials.
  - b. Help deliver marketing content in the form of webinars, blogs, and videos.



- c. Connect with clients and prospects by helping our sales teams crisply position our offerings and provide insights around value and outcomes. In other words, show clients and prospects how we help them...as the expert.
3. Help us meet our plan.
  - a. Participate in huddles for pursuits and act as a pursuit team member for multiple concurrent sales pursuits.
  - b. Prepare and deliver compelling solution-based demonstrations that resonate.
  - c. Leverage the art of the story to help clients visualize lasting success and consequential outcomes.
  - d. Lead or participate in site walks and/or digital transformation discoveries.
  - e. Write or assist in writing solution proposals in concert with offering managers and sales teams.
  - f. Understand licensing models, innovate architectures, and make BOM recommendations.
  - g. Work with our Client Success and Solutions Group to ensure high quality client experience and smooth transitions from opportunity to project.
4. Creativity, Innovation and Passion.
  - a. This role requires that you envision how our products can be applied to solve client problems. This calls for creativity and looking for solutions not just roadblocks.
  - b. Innovate new ways to present our technology in custom demos, webinars or quick tips and tricks videos.
  - c. Capable of understanding the intent of client's ask and using creativity and innovation to present solutions and generate enthusiasm through your passion.
5. Act as a leader within the company and with clients or prospects. Observe the high quality of InSource ethical standards in presentations, proposals, and overall representation of the company, including professional image and appearance.

#### **WHAT YOU'LL NEED TO BRING TO THE TABLE**

1. A degree in Engineering, IT, Computer Science, Business or Marketing – or amazing equivalent work experience (even better, both).
2. Strong technical desire. Technology needs to be your passion.
3. 3 or more years' experience in product marketing, engineering, solutions deployment, technical sales, or other client-facing role in business-to-business, preferably in manufacturing. This means you know how to meet commitments and present to leaders.
4. Programming background. Capability to write scripts and interpret existing scripting.
5. Strong written, conversational and presentation skills. Seems silly to even have to mention this in a client-facing role, but it's really important, no – REALLY important!
6. It would be great if you have a strong knowledge of MES, AI, Paper to Glass solutions, and SCADA.
7. The right soft skills (kind of like "the right stuff"):
  - a. Ability to influence others
  - b. Ability to analyze client situations and apply InSource solutions to close a sale



- c. Team player - collaborate and motivate sales teammates and leaders
- d. Organization and attention to detail – for our internal teams and clients
- e. Energetic yet articulate – must be compelling and professional in person, phone, and video to varied audiences including C-Suite, IT, Engineering and other technical or operational teams
- f. Personal motivation – we are here to help, but you are the SME so you must be able to work with little supervision, especially remotely

#### **WORKING CONDITIONS**

Normally you'll be working in a home or traditional office environment. You will occasionally visit client manufacturing sites that may require standing, walking, climbing stairs, light lifting or extended periods of sitting. There may be elevated noise levels.

Some travel is required (up to 15% spikes, but averages less), including overnight stays.