Client Solutions Architect

Location: Granite City, IL (On-site)
Job Type: Full-time
Salary Range: $80,000 – $110,000 per year

Benefits

- Retirement Plan
- Paid Time Off
- Supplemental Insurance
- Life Insurance

Overview

Quackcom is seeking a highly skilled and client-focused professional to serve as our Client Solutions Architect. This role is ideal for a trusted technology advisor who can bridge the gap between business strategy and technical execution. You'll build strong client relationships, support business development efforts, and design advanced IT solutions that align with client objectives.

Because this is a new position within our organization, we are looking for someone with the vision and adaptability to shape and grow the role over time, bringing forward new ideas to enhance both our client experience and internal practices.

Key Responsibilities

Client Engagement & Account Management

- Serve as the primary technical contact for assigned clients, ensuring satisfaction, retention, and growth.
- Conduct account reviews, identify gaps, and recommend improvements or additional services.
- Build strong relationships with executive and technical stakeholders.

Sales Support & Solution Development

- Partner with sales representatives during discovery calls, proposals, and presentations.
- Translate business requirements into well-structured technical solutions.
- Develop and present solution architectures, scopes of work, and cost models.
- Provide subject matter expertise across IT infrastructure, cloud, VoIP, and cybersecurity.

Technical Leadership & Escalation

- Act as an escalation resource for complex client issues.
- Provide advanced technical guidance and mentorship to the service desk team.
- Balance solution design with occasional hands-on technical work.

Role Development & Continuous Improvement
- Help shape and define this evolving role within Quackcom.
- Collaborate with leadership to build best practices for technical account management, sales engineering, and solution architecture.
- Proactively recommend new technologies, strategies, and services aligned with client and business goals.

Qualifications
- 5+ years in IT consulting, technical account management, sales engineering, or solutions architecture.
- Bachelor's Degree Required in Computer Science and/or Related Field
- Preferred Certifications: CompTIA A+, CompTIA Server+, CCNA, CompTIA Security+, PMP
- Strong knowledge of networking, cloud infrastructure (Microsoft 365, Azure, AWS), cybersecurity, and VoIP.
- Demonstrated ability to engage with executives and technical staff in a consultative capacity.
- Proven track record of designing and delivering IT solutions that align with business objectives.
- Excellent communication, presentation, and client relationship skills.

Personal Attributes
- Entrepreneurial mindset, eager to help shape a new role.
- Strategic thinker with the ability to dive into technical details when needed.
- Self-starter with strong problem-solving and simplification skills.
- Team-oriented collaborator who thrives in cross-functional environments.

📥 Interested? Apply today and help shape the future of Quackcom's client solutions team.

🔗 Company Website: Quackcom.com

🔗 Apply Here: Apply on Indeed