

Position Title – Solution Architect
Department – Professional Services
Location – Westborough, MA



Posted – January 2012

Position Description -

ViryaNet is seeking a highly motivated individual to be responsible for defining solutions that match product capabilities to customer requirements, leading and bringing best practices to the implementation from across the company. The Solution Architect is a leadership role, and as a senior technical position, is a key part of the Global Services organization. You will contribute to all facets of the implementation of projects for web-based, mobile and portal applications. This involves the design, specification, configuration, integration, quality assurance, and deployment of workforce management systems in an exciting and fast-paced, environment. This is a customer facing role that requires a combination of specific technical competencies, business process analysis and design, solution definition, and strong customer relationship skills.

You will lead and contribute to the successful implementation of ViryaNet products by working directly with customers to analyse their requirements, model the best solution, optimize their business processes, and design the planned configuration and implementation of a web-based software product that supports mobile workforce management. You will review, analyze, and evaluate current customer business systems and user needs, define project scope and objectives, and formulate a documented solution definition for implementation of the system to meet the desired outcome.

Our ideal candidate will possess extensive knowledge of the mobile workforce management market and proven excellence in solutions, with a combination of excellent technical, business process, and customer-facing skills.

Responsibilities -

Duties and responsibilities include, but are not limited to the following:

- Work directly with customers to understand their current business processes and objectives, and match best practices of product solution capabilities to improved business process design and solution definition.
- Provide guidance for the customer at each stage of the implementation project, for clear expectations on ViryaNet project team responsibilities and tasks which are customer-owned.
- Own the creation, update, and maintenance of documented solution definition and functional specifications.
- Guide and review all configuration and solution architecture decisions – both functional and technical approaches - to ensure that the most efficient and appropriate approach is being used.
- Run requirements modeling workshops with the customer, provide feedback and interact with ViryaNet product/solutions team on product enhancement requests.
- Lead the project delivery by coordinating configuration and implementation work with the project team, and providing hands-on configuration and system setup activities.
- Contribute to system configuration in accordance to approved solution definition and functional specifications.

- Provide standard templates and procedures to the customer, for data gathering, load, and conversion, with supporting documentation.
- Review any proposed customizations to ensure that they are necessary and are in line with both product and project goals, and are developed according to standard implementation processes.
- Play a key role in ViryaNet quality assurance activities, including leadership in quality assurance testing and site acceptance testing.
- Support the development of the system deployment strategy and plan, and assist the customer in both site acceptance testing and go-live deployment activities.
- Support the definition of the project implementation scope and timelines for design, configuration, and interdependent customer and ViryaNet project activities.
- Act as a focal point with the customer for all business process and implementation issues, working hand-in-hand with the ViryaNet project manager.
- Provide various consulting services to customers as assigned, for consulting services after project implementations.
- Consult and provide guidance to other project team members as necessary to meet project goals.
- Review all project documentation and provide feedback as part of team.
- Provide input and recommendations for the Sales and Account Management teams for new opportunities with customers in a current implementation cycle.
- Provide input and feedback to the ViryaNet Corporate QA team and Services quality team.

Requirements–

Skill Set Requirements:

This position requires an energetic and highly-focused individual with experience in consulting or professional services, and in-depth understanding and exposure to the Software Development Life Cycle. A background with direct hands-on experience in software development, programming, and business analysis is key. Proven experience and responsibility for these tasks is required, with a positive contribution within a fast-growth, fast-paced environment. Detailed understanding of enterprise integration, solution definition, and database-driven software applications is essential. Strong verbal and written communication skills and an analytic mind with a pro-active approach are essential attributes of our team members.

The ideal candidate will have:

- 5+ years experience and responsibility in a solution architect or consulting services role. Must have experience in a Professional Services department or Consulting Services environment.
- BA / BS in Computer Science or other technical area (IT, Software Engineering, etc)
- 6+ years of hands-on experience with the implementation of enterprise-scale, commercial business applications. Experience should include understanding of and familiarity with configuration, system integration, and results analysis.
- 6+ years experience with software design, development, and the implementation of web based business applications including all aspects of the Software Delivery Life Cycle.
- 6+ years development experience in Java based technologies, including Java and JSP.
- Experience with web-based architectures, Oracle PL/SQL, relational database concepts, XML, wireless and WAP technologies, and WebSphere.
- Prior experience in a business analyst position, especially in a professional services environment is ideal.
- Prior employment success in a customer facing role.

- Excellent written and verbal communication skills.
- Ability to proactively identify and frame project risks and issues within areas of responsibility, providing recommended mitigation strategies.
- Demonstration of sound judgment, initiative, and responsibility
- Ability to act independently and as a project team leader to determine best methods and procedures on new or special assignments.
- Ability to travel extensively (up to 50% travel), mostly US-based.
- US Citizenship required.

Additional skills:

- Experience with workforce management, work delivery, or resource scheduling systems is preferred.
- Direct experience with designing and coding mobile solutions with wireless and WAP technologies is a plus.
- Experience performing technical training for software applications is a plus, as is project management responsibilities.
- Experience with database information analysis, including business intelligence, enterprise reporting, and BPM tools.
- Familiarity or experience with organizations employing a field service workforce, such as utilities, telecommunications, retail stores, etc. is considered a plus.
- Experience with workforce management, work delivery or resource scheduling systems is also a plus.
- Experience with optimization algorithms or similar mathematical calculations used for software processes.
- Experience with document management and/or MS SharePoint are also beneficial.

ViryaNet Offers a professional work environment, competitive wages, paid vacation and holidays, a comprehensive benefits package, and excellent growth potential.

About ViryaNet:

ViryaNet provides packaged industry solutions that intelligently guide, automate, and optimize both simple and complex field service work, resulting in operational excellence. ViryaNet's solutions specialize in the functions of scheduling and dispatching resources and enabling mobile field communication. ViryaNet possesses over a 20-year history in the field service space, a vast number of customers across a variety of industries, and strong partnerships with leading platform and system integration companies. Headquartered in Westborough, MA, ViryaNet enjoys a worldwide presence with offices and customers located in North America, Europe, and the Pacific Rim. For more information, visit www.viryanet.com.

Job Title	Solution Architect, Consultant
Company Name	ViryaNet
Email	careers@viryanet.com
Website	http://www.viryanet.com
Salary	Commensurate with experience
State	Massachusetts
City\Town	Westborough
Region Metro Area	Location -> Massachusetts -> MetroWest

Job Type	Job Type -> Full-Time
Categories	Category -> Software -> Solution Architect Consultant Technical Services Professional Services

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