

## Solution Engineer

### Career Opportunity



#### **Company Description**

Stria is a five-time INC. 5000 technology company that builds, resells, configures and integrates a wide variety of cloud-based technologies. The company's noble purpose is to positively impact lives and livelihoods. We fulfill this purpose by hiring awesome people that use great technology to solve problems.

#### **Technology Used**

Stria has a significant focus on process automation using the DocuSign agreement cloud. We also build and maintain custom applications within Amazon Web Services (AWS), ZoHo Analytics and SmartSheet.

#### **Position Summary**

Solution Engineers primarily focus on two objectives, interfacing with clients to understand and document requirements and to design, build, configure, and deploy solutions. A Solution Engineer's first job is to understand the client's pain points and then to document a solution. Documentation is prepared in conjunction with a Stria project manager and includes workflow diagrams and detailed requirements. In addition, Solution Engineers configure software systems to work based on the client's requirements while also providing training and support for existing solutions.

#### **Requirements**

- Experience with the DocuSign agreement cloud
- Have or be capable of obtaining a DocuSign CLM or eSignature certification
- Superb communication skills
- Advanced software configuration skills
- Experience with analytics software (ZoHo, PowerBI, Tableau, etc.)
- Experience with a variety of cloud-based technologies

#### **To Apply**

Send cover letter and resume to [Careers@Stria.com](mailto:Careers@Stria.com).

---



---

## **Job Description**

**Position Title:** Solution Engineer

**Department:** Information Systems

**Reports To:** Director of Information Systems

**EEOC Class:** Administrative Support Workers

**FLSA Status:** Non-Exempt

### **Position Summary**

Solution Engineers primarily focus on two objectives, interfacing with clients to understand and document requirements and to design, build, configure, and deploy solutions. A Solution Engineer's first job is to understand the client's pain points and then to document a solution. Documentation is prepared in conjunction with a Stria project manager and includes workflow diagrams and detailed requirements. In addition, Solution Engineers configure software systems to work based on the client's requirements while also providing training and support for existing solutions.

### **Essential Job Functions**

- Develop (both planning and building) process automation systems for customers and internal departments using various applications.
- Participate in client discovery calls to identify and discuss client needs and requirements.
- Configure internal and client-facing systems, both on premise and cloud based.
- Provide IT Support (desktop & network) for clients and internal users.
- Participate in weekly client meetings and provide support and assistance with client solutions.
- Build workflows and e-forms in DocuSign and other applications as needed.
- Ensure that time is managed appropriately to meet client deadlines and deliver complete and smooth operating solutions as outlined in client agreement.
- Maintain expert level understanding of methodologies and internal standard operating procedures (SOPs) as they relate to assigned opportunities.
- Performs other related duties as assigned.

### **Qualifications (Knowledge, Skills, Abilities)**

- Ability to learn new computer systems and applications quickly.
- Knowledge of basic Microsoft Office programs (Word, Excel, PowerPoint, etc.)
- Excellent written and verbal communication skills
- Experience with cloud-based technologies
- Advanced software configuration skills
- Strong analytical and problem-solving skills.
- Experience working in computer technical support
- DocuSign CLM or eSignature certifications preferred
- Experience with analytics software (ZoHo, PowerBI, Tableau, etc.)

### **Note**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

---



To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship. The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.