

## Job Description – Solutions Consultant

**Summary:** This position is responsible for software application analysis and design of solutions deployed over wireless networks, mobile computers, and RFID. Primary duties include analyzing business requirements, and documenting the solution approach in the form of statement of works (SOW) and functional specifications. The successful candidate must be able to demonstrate both good communication skills and technical knowledge, which will be used to convey recommendations to customers. This position requires frequent contact with customers and sales management as well as the ability to travel.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

Responsible for:

- working with the Sales team on pre-sales activities to define solutions for customer proposals; this includes analyzing business requirements and documenting the solution approach in the form of a statement of work (SOW) and functional specifications.
- assisting during the estimation and planning stages as needed to ensure project estimates reflect implementing this process for hardware development-related activities of this process
- analyzing customer/user requirements to define and document the system architecture and design
- selecting or define hardware, software and media components which implement the customer requirements
- obtaining any applicable hardware and systems certifications
- assisting the QA Manager with the development of test plans
- documenting and defining the process and scripts for equipment and software in the staging activity.
- Writing end user manuals, guidelines, and other user related documentation

**Qualifications:**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- 5+ years of technical customer support experience in a pre/post sales role supporting system design and implementation
- Experience with wireless and automated data capture devices
- Experience writing statement of works, functional specifications, and end user documentation
- Strong written and verbal communication skills
- Project management and organization skills are essential for this position
- Mobile Computing experience required (Motorola wireless LAN and mobile computers)
- Cellular or RFID experience preferred
  
- Strong customer relations skills

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**Education and Experience:**

- 4 year College – Computer Science Major preferred