



JOB DESCRIPTION

Role Title:	Solutions Architect (SA)
Department:	Operations – Solution Architecture
Line Manager:	Solutions Architect Manager
Employment:	Permanent, Full time (37.5 hours/week)
Location:	Remote (Home Based) Worker (with occasional travel to Head Office and/or other locations as required)

Pebble Beach Systems Limited, trading as Pebble, is a leading provider of software and solutions to broadcasters worldwide; we deliver the technology which controls the playout of nearly 2000 TV channels in more than 50 countries worldwide. We are an established, expanding global company with a head office based in Epsom, Surrey, UK.

Since the company was founded in 2000, we have established a strong reputation for technical innovation and exceptional customer service in the mission-critical space of broadcast playout. Customers include Encompass USA, ZDF Germany, Globo Brazil, MBC Dubai, Bloomberg UK, TV2 Denmark, ART Jordan and Phoenix TV Hong Kong.

This is an exciting time for the Pebble business as we gear up to launch a number of new products and enhancements, expands into new markets, and enhance our digital and online presence and promotional activities.

The Role:

Reporting to the Solutions Architecture Manager, this role is based within the cross-disciplinary Solutions Architecture Department, formed of pre-sales, proposals and project management skilled resources. The purpose of the role is to ensure an integrated customer journey from initial enquiry to project delivery.

The Solution Architect will work closely with the Sales Team to help identify, qualify and create bid solutions centred around Pebble Beach Systems' offerings to customers across the world.

Each Solution Architect team member is responsible for a portfolio of qualified opportunities which they will work on, together with the Regional Sales Managers (RSM), to develop and create a successful technical and commercial proposal. The Solution Architect is responsible for ensuring that plans, risks and commercial terms are identified and agreed with the business prior to contract.

The focus of the Solutions Architecture Department is to have continuity from bid into delivery so that customers have a common touchpoint between stages: ensuring that information from bid to project stage is maintained, relationships are established and nurtured and, ultimately, that projects are delivered in the most efficient way.

The Solution Architect will manage resources to deliver the project(s) and be responsible for reporting status and managing the finances to ensure that projects progress on time and on budget.

The Solution Architect will ensure that reports are produced in a timely manner to raise risks and issues, focus the Pebble organisation on milestones and deliverables and ensure alignment across all stakeholders.

Department Outcomes:

- To coordinate with the other Pebble teams, ensuring resource and development needs are understood and delivered on time
- Work to agreed best practice processes and support the improvement of process and tools through lessons captured during bids and projects.
- Provide technical information, including responding to RFI's and RFP's, that allow the Sales Team to complete the sales process.
- Design and delivery any POC's requested to aid the sales process.
- Generating project plans and supporting documentation to ensure system delivery to the agreed specification.
- Manage internal engineering resource to deliver the project to agreed timescales, completing the project cycle by passing it onto the support team
- Lease with third parties as required to ensure the project is delivered.
- Providing status and financial reports to internal departments as needed.
- Give Solutions Architecture team a greater input into designing systems at the bid stage, eliminating the potentially lengthy project interpretation process when an order is placed and closing the gap between customer expectation and reality.

Responsibilities:

The role holder will:

- Support pre-sales activities
- Respond to incoming RFIs, RFPs and tender documents
- Using bid reviews, establish which enquiries to accept and decline
- Liaise with regional sales managers to tailor responses
- Generate and maintain collateral to support responses – with recourse to Marketing and Documentation functions as appropriate
- Maintain and operate demo kit
- Influence the product roadmaps and development effort
- Support RSMs with onsite and remote demos and PoCs
- Support Marketing with systems for trade shows.
- Attend trade shows – build and de-rig stand, and participate in demos and meetings
- Assign project engineer and brief Dev on work required, and raise tickets as appropriate
- Manage project timeline and liaise with customer re timings and deliverables
- Generate and agree Statement of Works with the customer
- Order any hardware and arrange for this to be configured to customer requirements

- Liaise with development team and oversee the development of customer specific software
 - Oversee the delivery and installation and acceptance of the project
 - Manage internal resources to resolve post-delivery issues
 - Roll out the software – remotely or on-site by the Project Engineer
 - Oversee handover to Support
 - Maintain ongoing relationship with customers to maximise repeat business.
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Experience and Qualifications:

- Previous experience of working within a customer facing broadcast environment
 - Previous experience of Bid and Project Management in a technology delivery discipline, experience using PRINCE2, APM is desirable
 - Significant experience as a project manager, with at least 5-10 years experience of managing projects.
 - Ability to build, manage and motivate teams in a project environment
 - Strong analytical and problem-solving skills.
 - Communication and self-management skills to deliver competing priorities on time.
 - Fluent in English with strong written and verbal communications skills.
 - A degree, or equivalent, in the field of science, engineering or computing
 - Flexibility to travel to meet project requirements (c.10-20% of time spent travelling)
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What we can offer you:

Regular objectives reviews, with the aim of developing the individual and their career path. Pebble offers a range of great benefits including a pension scheme, life assurance, Income Protection Insurance and a share incentive plan scheme.

A friendly and supportive working environment with real opportunities to excel and make a difference.

If this sounds like an opportunity you would like to explore further, please apply now by sending your up-to-date CV and a covering letter (which highlights how your skills and experience match the requirements of the role) to Human Resource at HR@pebble.tv

Pebble adopts a formal equal opportunities policy. We aim to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.