Technical Solutions Engineer

Position Description

An expert in Lightico solutions, the primary responsibility of the Technical Solutions Engineer is to work closely with clients to understand their needs, design tailored technical solutions and ensure successful project implementations. The Technical Solutions Engineer is expected to work in a consultative manner to understand customer requirements and translate these into Lightico functionality.

The Technical Solutions Engineer will also be expected to support the wider customer implementation, for example, troubleshooting, solution design, testing, customer education and post-implementation support.

As a key member of the Customer Success organisation, the Technical Solutions Engineer will work collaboratively with cross-functional teams to ensure a smooth implementation.

Company Background

Lightico digitally completes end-to-end customer journeys at lightning speed. We empower businesses to complete entire customer-facing processes in real time by streamlining, digitizing and automating interactions. With Lightico, businesses can instantly collect customer documents, eSignatures, eForms, payments, consent to disclosures, confirm orders and verify ID, even while they have customers on their mobile phone. By simplifying these processes, businesses complete sales cycles faster and service their customers effortlessly, earning customer's trust and loyalty, translating to higher profits.

Responsibilities

- Acting as the primary technical point of contact during project implementations.
- Build and maintain strong relationships with customers, ensuring their technical needs are met.
- Understanding and gathering customer requirements.
- Implementing Lightico solutions to meet customer needs. This can include SaaS configurations, integrations with call centres, CRM and transactional systems, as well as tailored customizations.
- Identify opportunities for improving implementation processes and customer workflows.
- Support testing cycles, diagnose and resolve technical challenges encountered during the implementation phase.
- Manage frequent configuration deployments during pre-scheduled change windows, with weekly releases outside customer's business hours.

- Develop and maintain comprehensive technical documentation for solutions and best practices.
- Develop strong relationships with key internal stakeholders, particularly Sales, Product, Engineering and Support.

Qualifications & skills

- Minimum of 2 years relevant professional experience, including where possible:
- Proven experience in a customer-facing technical solutions or implementation role.
- Familiarity with cloud platforms and cloud application architecture.
- Understand REST as an architecture for developing integration services over the Internet.
- Exceptional communication and interpersonal skills, with the ability to explain technical concepts to non-technical stakeholders.
- Excellent problem-solving skills and ability to troubleshoot complex technical issues.
- Strong written and verbal English communication skills
- Occasional overseas travel
- Based in Israel with occasional travel abroad

The position is full-time, Monday through Friday, from 9:00 AM to 6:00 PM (ending one hour before the start of Shabbat on Fridays), with flexibility based on client needs.

Maternity leave replacement – potential for long-term opportunity

Email Mai Shavit to submit your CV Mai@lightico.com