Solutions Architect (Remote – Washington DC area)

Axellio (**www.Axellio.com**), an innovator in advanced edge computing products and technology, tools, solutions, and services for cyber threat hunting located in Colorado Springs, Colorado, is searching for an experienced **Solutions Architect**. This is an excellent opportunity to leverage your creativity and expertise to help us build revolutionary products while working alongside industry recognized engineers and business leaders. The perfect candidate will possess all the qualifications below and be able to think critically and make decisions in a fast-paced environment and have a "get it done" attitude - and be ready to make an impact with tomorrow's technology!

Summary
As a Professional Services Solutions Architect, you will be responsible for leading the technical solution discussions including technical designs with our federal customers and business partners, hands-on experience with implementation, from installing hardware and software to ensuring and validating the solution acceptance by the customer, and for providing technical support for issues related to hardware and software for the Axellio PacketXpress solution, including troubleshooting, guidance, and documentation.

You will work closely with sales, services, and engineering as well as cross functional teams in designing, developing, and deploying solutions. In addition, you will aid in resolving customer technical issues on a post deployment basis which will include training, problem determination, hardware, and software support.

Responsibilities:
- Work with the sales team to understand customer environment, and present Axellio's solutions to the customer and aid in discussions involving justifying and explaining the solution benefits. Excellent presentation and technical knowledge skills required.
- Act as the main technical interface between customers and the product development engineering team.
- Oversee technical aspects of customer implementations including hardware and software configuration and installation.
- Once established, you will be responsible for training and mentoring new presales system engineers and other Professional Services roles.
- Create customer-facing technical diagrams, presentations, and other technical documentation.
- Handle escalations from customers, DOD and Commercial, updating in NetSuite.
- Assist sales teams with technical demonstrations and answer technical questions.
- Continuously researching and sharing emerging technologies as well as proposing changes to the existing technologies and architecture.
- Resolve new and sometimes undocumented technical issues.
- Create knowledge base articles with details on troubleshooting and resolution of technical issues.
- As a 24X7X365 organization, shift work, night shifts, holidays and on-call responsibilities may be necessary, as well as occasional travel to customer sites.

Requirements:
- A bachelor's degree in engineering or computer science and 10+ years of professional experience in a technology field, with 5+ years' experience in similar Solutions Architect role.
- Hands on experience in designing network solutions, virtualization technologies (Openshift and VMware), operating systems, i.e., Linux, and cybersecurity tools (i.e., Security Onion, Splunk, Zeek, Snort, Suricata).
- Understanding of Object-Oriented Programming and basic scripting, Python or C#, C++, and Ansible preferred.
- Microsoft Office Suite, development software, internet software, database software.
- Fluency in advanced troubleshooting skills, methodologies, and processes.
- Broad system application and IT knowledge.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Risk Management Framework exposure, preferred on government systems.
- Secret clearance or better preferred.

What you get:

- The chance to develop next generation products and work with others who are passionate about technology.
- Excellent pay and benefits and an opportunity to create something special and share in that success.
- A team driven by collaboration and getting results in a fast paced and transparent start-up environment where trying new things, "failing fast", and learning are valued.

If you'd like to learn more, please send your resume to: John Grover at ***john.grover@axellio.com***