



Customer Success Solution Architect : Job Description

Are you a Quality Professional or Quality Systems professional interested in joining a growing software team focused on bringing leading Quality, Environmental Health & Safety and Compliance solutions & technology to market? Do you thrive on solving sophisticated & unique business challenges? When you join the QSI team, you are joining a team that is highly committed and passionate about TMS Quality & Compliance Management, our flagship software application used by highly regulated industries including the Life Sciences, Food & Beverage, and ISO based General Manufacturing. Using TMS, our customers improve operational efficiency, product safety and profitability. If you want to be part of a fast-paced team with aggressive growth goals, a focus on expansion of products & services, and a strong appetite for leading innovation, QSI is a good fit for you! Top performers and those committed to our mission have unlimited growth opportunity.

The mission of our Customer Success Team is to delight our customers throughout their Customer Journey. By establishing and building strong customer relationships that promote customer retention and loyalty, the Customer Success Solution Architect is responsible for helping customers optimize, enhance and increase the use of TMS for solving their business critical challenges, and integrating our solutions into their business to receive the highest possible ROI. The Customer Success Solution Architect is focused on supporting the sales team on new customer opportunities, supporting and promoting new and helpful ways for existing customers to use TMS and QARA services, and assisting with the resolution of application and technical support inquiries as needed.

The Customer Success Solution Architect must have:

- ✓ Demonstrated experience as Quality Associate or Quality Systems specialist
- ✓ Demonstrated experience as eQMS (or similar) administrator or advanced user (a variety of technologies is preferred but not required)
- ✓ Problem solving and abstract thinking skills
- ✓ Professional communication skills in working with internal and external customers
- ✓ Demonstrated ability to learn system configuration tools
- ✓ Comfortable with presenting/demonstrating/training software solutions to small groups (5-10 ppl max)
- ✓ Technical proficiency to learn, implement and troubleshoot codeless configurations

Job Duties & Responsibilities

Customer Success is focused on Customer Support, Customer Retention, and Customer Growth. Supporting this goal, the Customer Success Solution Architect will:

- Provide first line technical support to Customer Success Manager for rapid response to investigation of customer issues.



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- Define and document solutions to our customer’s complex challenges and offer recommendations for customers to grow deeper with TMS.
- Provide platform training/orientation and host webinars with customers and employees.
- Create and successfully demonstrate proof of concepts to support sales team with new logo and existing customer base application demonstrations.
- Identify and communicate long term technical and strategic roadmap enhancements to help our customers integrate TMS deeper into their businesses.
- Communicate and build relationships with senior technical and business customer stakeholders and document in Salesforce.
- Identify and forecast risk as well as growth opportunities/lead generation within customer portfolio.
- Support QARA Consulting engagements as assigned.
- Support internal QSI projects and other duties as assigned, including support of QSI QMS and ongoing ISO9001 activities.

What you will need:

- Bachelor’s degree (or equivalent work experience)
- 5+ years of experience in a people facing, quality systems or specialist role with demonstrated experience in similar technology
- 7+ years in quality role with understanding of regulated industry quality requirements (life sciences focus preferred but not required – e.g. device, pharma, lab, cro, cdm, etc.)
- Strong communication skills (written, verbal, presentation) with the ability to explain technical subjects to non-technical end users.
- Exceptional client management and communication skills with strong empathy for customers AND passion for revenue growth.
- Strong aptitude and desire for technical software products and business savvy with consultative, problem solving, and issue resolution skills.



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- Confident, high energy, self-motivated and a true team player who is hungry to learn. Can provide strong examples of how they have achieved results while balancing demanding customer expectations and multiple internal/external simultaneous projects.
- Well organized, with a high attention to detail and ability to prioritize, multitask and follow-up.
- Ability to stay focused and limit distractions during the business day in a remote work environment.
- Advanced user of MS Office products.
- Experience with Competitive eQMS products and Salesforce is a plus.
- Positive attitude and a sense of humor is a must.

Travel:

Travel to customers may be required. Travel is expected to be less than 25%, in post COVID environment.

Compensation & Reporting Structure:

Base salary + Bonus, reporting to the Vice President of Customer Success

About QSI Technologies, Inc.

We deliver cost effective software & technical solutions and related consulting services to meet the demands of business leaders in organizations faced with complex quality and regulatory requirements. TMS Quality & Compliance Software is an easy-to-use, web-based solution that helps companies manage their business-critical processes & information. Through our consulting services, QSI can provide hands on support and guidance for customer specific Quality and Regulatory projects.