intercede

Intercede Role Description

POSITION: Pre Sales – full time -	REPORTS TO: Sales Director, Americas
JOB TITLE: Solutions Architect	BAND:
LOCATION: Intercede – US - Reston, VA	
Organisational Structure / Reporting Relationship: See chart ref.	
An opportunity to be a key player in the growth plans of an organization globally recognized as providing the 'gold standard' solution in its marketplace. Intercede leads the field in providing a state-of-the-art Credential Management System (CMS) which is deployed in security sensitive environments around the world such as Federal, Aerospace & Defense, National Identity Schemes, Finance, Critical National Infrastructure and Healthcare in approximately 50 countries.	

JOB PURPOSE:

The prime responsibility of the role is to develop and drive business relationships with existing and potential customers to maximize sales revenue and profitable growth through supporting the Sales Team to define and implement solutions for the customer. This will involve work as an individual contributor or within a team on technology projects to meet specific customer requirements. Such tasks may include architecture design, configuration, POC implementation and support and generic pre-sales support of the MyID software.

A significant proportion of Intercede's business comes through working with partners (e.g. EMM vendors, chip manufacturers and OS providers), where Intercede technology is integrated with a partner technology as part of a wider solution. As a number of these partners are significant industry leaders in their space it is vital in this position to confidently and professionally represent Intercede in helping those partners define and implement solutions for their customers.

A key differentiator of Intercede technology in the US is compliance with government standards, specifically FIPS 201 and SP800-157 derived mobile credentials. Intercede have a strong technical relationship with NIST (National Institute of Standards and Technology), including co-authoring inter-agency reports and having product in NIST demonstration facilities. The Solution Architect will be capable of building a good technical relationship with NIST and acting as a liaison between Intercede Product Management and NIST.

The role requires a high level of interaction with Intercede General and Sales Management, Pre-Sales Support, Marketing, Solution Design, Customer Support, Customer Integration, Development and strategic suppliers in the US and the Americas. In building a mutually effective working relationship, the role requires an understanding of the unique needs, drivers and dynamics of the CMS market. This also involves the ability to effectively communicate the company's capabilities in order to maximize all opportunities and win profitable business. The ability to multitask and work to deadlines is a fundamental requirement.

PRINCIPLE ACCOUNTABILITIES	1. Supporting pre-sales activity on current and prospective sales opportunities.
	2. Prepare and deliver customer presentations and demonstrations.
	3. Ownership of Intercede demonstration environments, including: • Ensuring a standard demonstration is ready to run as and when required • Maintaining a demonstration script, including how to reset • Keeping the system, and script, up to date with new versions of MyID as they are released
	4. Be proficient in aspects of product configuration and customization, including MyID options, Project Designer, SQL, and web scripting to support demos and PoCs.
	5. Articulate Intercede technology and product positioning to both business and technical users.
	6. Work to understand the customer's business and can map the technical requirements to appropriate technical solutions.
	7. Represent the company at seminars, trade shows, conferences and seminars.
	8. Respond to functional and technical elements of RFI and RFP documents.
	9. If required assist in strategic post sales implementations.
	10. Work closely with Product Management and Product Marketing to explore and understand emerging technologies and our product offerings.
	11. To identify and understand the unique needs of each prospect to maximize the revenue and profit potential.
	12. Ensure a high level of service by being responsive to the end customer needs with regards to technical and service queries as necessary.
	13. Develop and maintain strategic business relationships with all partners, ensuring a collaborative approach to the customer base.
	14. Collaborate effectively with other Intercede departments to support sales activities.
	15. Ensure regular communication with Intercede management and your line manager and actively prepare for annual and bi-annual appraisal.
	16. Additional projects or duties as the management at times may require.

KNOWLEDGE, SKILLS AND EXPERIENCE	1. Must have a Bachelor's Degree in Computer Science or related major from an accredited college or university.
	2. Strong practical experience with enterprise applications, security solutions (i.e., authentication, encryption, digital certificates), networking, directories, web servers and databases.
	3. Working knowledge of PKI and Certification Authorities.
	4. Authentication solution consulting and deployment experience.
	5. Solid background in cryptography and experience in TCP/IP networking and network security protocols.
	6. Solid knowledge of information security principles and practices.
	7. Provide customer training on installed solutions.
	8. Experience in a direct customer facing role (i.e., presales, consultancy).
	9. Relevant security or professional certifications are beneficial:
	▪ Certified Information Systems Security Professional (CISSP)
	▪ Certified Smartcard Industry Professional (CSCIP)
	▪ Microsoft Certified Solutions Expert (MCSE)
	▪ VMware Certified Professional (VCP)
	▪ Certified Information Security Manager (CISM)
	▪ Certified Information Systems Auditor (CISA)
	▪ Information Technology Infrastructure Library (ITIL v3)
	▪ Project Management Professional (PMP).
	10. Will already have at least 5 years' experience in a similar role.
	11. Holding a current / previous security clearance would be beneficial.
	12. A background in and understanding of the CMS/PKI and/or Security markets is a definite requirement and as well as strong familiarity with software and services.
	13. Excellent communication, interpersonal and presentation skills and possess an aptitude to win customers and partners alike.
	14. Strong commercial and business acumen, highly motivated and organized.
	15. Able to work under pressure, have a sense of urgency whilst maintaining an attention to detail.
	16. Able to work under own initiative and as a member of a successful team.

COMPETENCIES	INDICATORS
Daily Management Skills	• Proactive and self-maintaining approach.
	• Deals with routine work efficiently e.g. responsive to e-mail, manage a "to do" list, return daily calls.
	• Prioritizes key tasks that need to be achieved each day / week.
	• Able to take on short, medium and long-term projects working as part of a team or independently as required.
Business Acumen	• Understands the customers and their individual requirements at both functional and technical level.
	• Deals promptly with customer requests and agreeing on achievable commitments.
	• Consistently applies company business principles when planning and making decisions.
	• Seeks out and maximizes the use of internal reports and market intelligence, i.e. competitive tactics, customer needs and market trends.
	• Understands what affects costs and profit and how to maximize the 'bottom line'.

Persuasion & Influence	• Excellent interpersonal skills. • Identifies the needs / position of the other person and likely objections, and can draw attention to areas of agreement, highlighting mutual benefits. • Presents credible arguments to support own position when asking for commitment from others. • Stays composed under pressure, adapts to the situation, maintains professionalism and is able to control difficult situations without emotion.
Team Leadership / Engagement	• Clear understanding about the deliverables that are expected from him / her and takes responsibility for getting things done. • Understands objectives of the UK & USA teams and delivers work to a high standard of quality and detail. • Strong sense of urgency, attention to detail and drive focused on achieving objectives. Effectively drives organization to execute on company strategies. • Supports, motivates and inspires others to achieve objectives. An example to others.
Communication and Negotiation Skills	• Strong verbal and written communication skills. • Listens to customer needs and clearly communicates and validates that messages are understood & interpreted. • Presents information; clearly, accurately, and concisely. • Able to be persistent, confident and persuasive in holding discussions. • Effectively positions Intercede values and strategies to win customer engagements, short term and long term.
Decision Making and Judgement Skills	• Able to process inputs; to effectively weigh pros and cons and make objective and rationale, balanced recommendations. • Communicates decisions clearly, gains buy-in and executes on outcome.
Creative	• Promotes lateral thinking in others and can build on their ideas. • Ability to prepare and communicate powerful presentations. • Overcome obstacles with creative approaches and can identify a way forward when confronted by people holding opposing views.
Results Orientated	• Driven to exceed sales and revenue plans and objectives. Carries an individual target measured in sales and revenue. • Able to make strategic yet rational and decisive judgements with regards to business opportunities ensuring long term customer wins, while driving short term sales and revenue. • Understand and effectively communicate Intercede's values, strategies and objectives to enhance the company's visibility and market value.
Technical, Analytical and Problem-Solving Skills	• Strong ability to document requirements and to write technical response papers. • Understanding of FIPS 201 for PIV and SP800-157 for derived PIV credentials for mobile devices. • Experience with Authentication technologies and protocols: OTP, SAML, PKI based Authentication, RADIUS, OAuth, WebAuthn etc. • Extensive knowledge of Microsoft Windows Servers (i.e., MS CA, IIS, SQL Server), deployment, configuration and troubleshooting. • Working experience with cryptographic devices (USB tokens, smart cards). • Experience with Cryptographic APIs, such as PKCS#11 and MS CAPI, desirable. • Working experience with enterprise directories (e.g., LDAP V3, Microsoft AD, ADAM, ADFS).

Customer Focused	• A customer-champion with a commitment to quality of delivery and exceeding customer expectations. • Strong customer facing and presentation skills.
Self-Motivation and Personal Drive	• Can grasp new technology quickly and have an interest in our technology and areas of expertise. • Takes pride in high quality and on time delivery. • A desire to consistently improve knowledge base and skills and actively participate in training and development opportunities.