



Customer Solutions Architect - Sales Enablement (838914) - 4290

Location: Broomfield, CO

Send resumes to: rpatel@brossgroup.com

Bross Group is a premier IT Consulting and Staffing firm headquartered in Lakewood, CO. We specialize in assisting our clients in the identification of the best IT professionals for their consulting, staff augmentation, direct placement, and application development needs. With over 20 years experience in the IT Consulting industry, we are set apart by our commitment to the success of our clients and goal of making the candidate experience a positive one.

The Voice Enterprise Process Architect will report to the Sr Process Architect of Sales Process Improvement, joining the Sales Enablement organization. This individual will be responsible for designing, implementing and managing new Sales process and process improvements with a specific focus on product placement and process/systems support within Sales for voice services. The role supports field Sales, inside Sales, and indirect channels in addition to Sales Engineering and Offer Management for all market groups. The successful candidate will be a high performing individual who demonstrates outstanding leadership, interpersonal and communication skills and will act as an organizational leader of process excellence.

Principal Job Responsibilities

- Partners with Product Development and downstream organizations to develop and implement Sales best practices with a focus on local and long-distance voice product execution.
- Serves as a subject matter expert on voice services throughout the sales organization with a focus on product process and system support.
- Continuously evaluates quote/order quality and drives resolution to product process issues as they arise.
- Coordinates the Sales support and execution of IT development initiatives including but not limited to:
 1. Identification of Process and Systems improvements supporting the Sales organization
 2. Development and documentation of Business Requirements
 3. Development and documentation of User Test Scenarios
 4. Coordination of User Acceptance Testing
 5. Project sign-off
 6. Training of product process improvements
- Responsible for the development and distribution of new process methods and procedures.
- Utilizes the RUP (Rational Unified Process) method for system development.
- Participates in the development and execution of Sales Enablement program roadmaps
- Supports the prioritization of improvement initiatives based on ROI
- Provides product process direction and leadership in mapping process development to the "To-Be" process model.
- Supports the organization with process-driven, team-oriented activities embracing continuous improvement



- Manages routine to highly complex product process improvement projects and assemble cross-functional teams as necessary to identify and successfully complete all project activities
- Identifies and manages overall project dependencies to ensure project deliverables stay on time, on target and on budget

Qualifications/ Experience Required

- Must have over 5 years of voice product development, product management or sales process experience
- Local or Long-Distance voice experience required (both are preferred)
- Bachelors degree in Business, Engineering or related area
- Strong business and telecommunications acumen
- Expert facilitator who is astute at executive communication
- Six-sigma certification preferred
- Highly resourceful and able to independently overcome obstacles
- Project Management experience
- Strong process orientation with a desire to drive change
- Demonstrated ability to drive change and improve organizational performance
- Strong public speaker able to confidently make a persuasive argument
- Must be able to clearly articulate complex concepts at both the detail and executive level
- Must be self-motivated and able to hold oneself accountable to achieving timely results
- High integrity and strong business ethics
- Team player with a great passion to succeed
- Expert PC skills in Microsoft Outlook, Word, Excel, PowerPoint and Project Management software skills

All qualified applicants will receive consideration for employment without regard to race, sex, creed, religion, color, national origin, sexual orientation, veteran status, and mental or physical disabilities. US citizens and Green Card Holders and those authorized to work in the US are encouraged to apply. We are unable to sponsor H1b candidates at this time.