Services Architect

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Company: NCR Corporation

Location: Netherlands

Category: computer-and-mathematical

About NCRVOYIX

NCR VOYIX Corporation (NYSE: VYX) is a leading global provider of digital commerce solutions for the retail, restaurant and banking industries. NCR VOYIX is headquartered in Atlanta, Georgia, with approximately 16,000 employees in 35 countries across the globe. For nearly 140 years, we have been the global leader in consumer transaction technologies, turning everyday consumer interactions into meaningful moments. Today, NCR VOYIX transforms the stores, restaurants and digital banking experiences with cloud-based, platform-led SaaS and services capabilities.

Not only are we the leader in the market segments we serve and the technology we deliver, but we create exceptional consumer experiences in partnership with the world's leading retailers, restaurants and financial institutions. We leverage our expertise, R&D capabilities and unique platform to help navigate, simplify and run our customers' technology systems.

Our customers are at the center of everything we do. Our mission is to enable stores, restaurants and financial institutions to exceed their goals – from customer satisfaction to revenue growth, to operational excellence, to reduced costs and profit growth. Our solutions empower our customers to succeed in today's competitive landscape.

Our unique perspective brings innovative, industry-leading tech to all the moving parts of business across industries. NCR VOYIX has earned the trust of businesses large and small — from the best-known brands around the world to your local favorite around the corner.

SERVICES ARCHITECT-RETAIL

The Services Architect (SA) is part of the pre-sales team supporting Services Sales Consultants (SSC's) and the account team by designing tailored customer solutions in support of NCR and Multivendor hardware and software combinations for the retail industry

POSITION SUMMARY & KEY AREAS OF RESPONSIBILITY:

- The SA is focused on presales and design of Global Services including Managed Services.
- The SA is also responsible for assessing the various cost elements of the solution, ensuring it is technically feasible and profitable for NCR.
- The SA is accountable for obtaining all internal approvals before submission of the proposal to the customer.
- The SA leads the creation of the customer contract and runs customer negotiations until signature.

BASIC QUALIFICATIONS:

Strong English written and verbal language

- 5+ years of customer facing experience in a Service Design role including presales, Managed

Service frameworks, commercial and contract expertise

- Strong understanding of Break/Fix, Managed Services, and ITIL concepts
- Experience designing Global or multi-region services
- Experience of working with an ecosystem of partners to build an overall service solution model
- Demonstrated ability to lead presales opportunities including service models, response content, commercials, tactics, and negotiation
- Strong capabilities to articulate the business value of Services and convince a customer of such value
- Experience working on deals in excess of $1 million USD with multiple technology and service layers
- Deliver a well-defined set of service design documents in a timely manner presenting an end to end seamless service
- Expertise in pre-sales and support strong qualification of opportunities, managing sales and customer expectations about what we can deliver
- Experience on service cost models and creating innovative commercials to drive competitive advantage

●Support producing new content including design templates, proposal documentation and presales slide materials

●Comfortable delivering solution presentations to Customers

●Strong knowledge and experience of ITIL4

●Excellent interpersonal and collaboration skills

●Excellent verbal and written communication skills including the ability to share complex, technical topics clearly, concisely, effectively, and professionally

PREFERRED QUALIFICATIONS:

Multi-Lingual capabilities both written and spoken

●5+ years of pre-sales and service solution design experience in a technology environment.

●Industry specialization in retail

●Bachelor's Degree in Business, Economics, Engineering, Mathematics, Statistics, Computer

Science, or a related discipline is required. A graduate degree is a plus.

●International work experience or experience working with a global team is preferred.

• A technical and/or operations background is highly desirable

• ITIL4 certification and 18020000 experience and/or accreditation

Offers of employment are conditional upon passage of screening criteria applicable to the job

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