



Nextivity, Inc.  
16550 W Bernardo Drive, Suite 550, San Diego, California 92127  
Telephone: 858.485.9442

## Job Description

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**Title:** Solutions Architect

**Department:** Customer Support

**Manager:** Sr. Director of Customer Support

**Location:** Beijing or Shanghai

**FLSA Status:** Exempt

**Compensation:** DOE

### Summary

The Solutions Architect will partner with the in-country sales team to support sales, testing, and ongoing use of Cel-Fi indoor coverage products. The goal for this position is to help drive service success that improves customer satisfaction, maximizes customer orders and increases profitability.

### Responsibilities

- Team up with local sales staff members to support pre-sales efforts and initial product presentations
- Collaborate with customers to collect and validate technical requirements for configuration of products for use on local networks
- Support customer acceptance testing and trials
- Work with sales team to create and maintain accurate customer documentation including configuration guides and customization requirements
- Work with HQS organization to support product manufacturing and delivery
- Provide ongoing support
- Cooperate with other members of the technical team and share information across the organization
- Improve NPS (Net Promoter Score) – CSAT (Customer Satisfaction), or other customer metrics
- Maintain close relationship with customers, operator and installers to solicit early feedback about any issues with products or systems
- Create effective tools to track issues across channels and regions
- Communicate effectively with IT, engineering or other teams with early warning about problems
- Enhance the first call resolution



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- Drive better sales through service
- Drive quality and consistency
- Monitor customer feedback during new product introductions and provide timely feedback to engineering and product development

### **Work Experience**

- Must possess at least five (5) years' of experience working with mobile telephone RAN and mobile telephone equipment
- Experience working with cellular RAN infrastructure, handsets, but not necessarily accessories, will meet this requirement
- Must have working experience with engineering and installation of Cellular DAS Systems
- Combined background of post-sale support and pre-sales development
- Familiarity with mobile tools and applications such as TEMs.
- Understanding of the In-Building Coverage Planning and Tools.
- Proven experience with trouble ticket/service desk management systems and Customer Resource Management systems

### **Education / Training**

- Bachelor's degree in Electrical Engineering or Four-year Engineering Degree from an accredited institution is required

### **Skills and Abilities**

- Ability to troubleshoot, and test technical equipment
- Ability to work flexible work hours and to adapt to changing work schedules
- Must be self-motivated, taking ownership of responsibilities, self-starting, self-managing
- Above average skills with Microsoft Office suite
- Must be proactive, taking initiative and working in a collaborative team environment
- Ideal candidates will have strong organizational skills with ability to multi-task and have a positive attitude with eagerness to learn
- Excellent verbal and written communication skills
- Ability to use sound judgment when representing the Company
- Foster a professional attitude and demonstrate integrity and flexibility
- Entrepreneurial, rapid learner, inquisitive, and persistent
- Process owner / process driven
- Must have strong management skills
- Detailed and disciplined



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- Proactive Personality (“Can Do Attitude”)

### **Travel Requirement**

- This position may require occasional multi-day and overnight travel.

### **Physical Demands and Work Environment**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical demands:** While performing the duties of this job, the employee is regularly required to stand, walk, sit; use hands to type on keyboard; reach with hands and arms; talk and hear. Must have the ability to sit in front of a computer up to 8 hours per day, lift and carry boxes under 30 lbs.
- **Work environment:** The noise level in the work environment is usually minimal and usually that of an office environment and/or R&D lab.