Position Title: Technical Services Consultant

Position Overview
As a Technical Services Consultant at akoyaGO, you'll report to the Manager, Technical Support. You will be a crucial part of our client services team, responsible for understanding client technical requirements, providing technical solutions, and ensuring the successful implementation and utilization of our products.

Responsibilities
- **Client Engagement:** Engage with clients to understand their technical needs, challenges, and objectives, and recommend appropriate technical solutions.
- **Billable New Work:** Collaborate with the account management team to identify opportunities for billable new work requested by clients. Develop project proposals, cost estimates, and timelines for client approval. Oversee the successful execution of billable projects, ensuring they align with client expectations and contractual agreements.
- **Technical Expertise:** Serve as a subject matter expert on our SaaS products, demonstrating in-depth knowledge of their features, capabilities, and technical architecture. Specific core competencies include Dynamics CRM, Power Automate, Visual Studio, and Power BI.
- **Project Management:** Manage technical projects which could include GOapply applications builds or data migration implementation projects ensuring successful migration and validation.
- **Solution Design:** Collaborate with clients and internal teams to design customized technical solutions, including configurations, integrations, and workflow optimizations.
- **Technical Support:** Provide technical support during the implementation and post-implementation phases, addressing client inquiries and technical concerns.
- **Integration Support:** Assist clients in integrating our products with their existing systems and applications, ensuring seamless data flow and interoperability.
- **Issue Resolution:** Act as the escalation point for technical issues, working closely with internal teams to resolve them promptly while maintaining strong client relationships.
- **Continuous Learning:** Stay updated on industry trends, emerging technologies, and product enhancements to provide the most up-to-date technical solutions.

Qualifications and Skills
- Bachelor's degree in Computer Science, Information Technology, or a related field. Relevant work experience or certifications may be considered in lieu of a degree.
- Proven experience as a Technical Consultant, Technical Support Engineer, or similar role in the SaaS or software industry.
- Strong technical acumen and the ability to understand and explain complex technical concepts.
- Excellent communication and presentation skills, with the ability to effectively convey technical information to non-technical audiences.
- Problem-solving skills and the ability to adapt to changing client needs.
- Collaborative and team-oriented mindset, with the ability to work closely with cross-functional teams.
- Self-motivated and able to manage multiple projects and priorities.
- Familiarity with SaaS applications, cloud computing, and integration technologies is a plus.

Salary and Benefits
$45,000 - $65,000 per year, depending on experience and qualifications. Benefits include health, disability, and life insurance, retirement plan matching, paid time off, and professional development opportunities.

Location
This is a remote eligible position open to candidates residing and authorized to work in the United States.

How to Apply
To apply, please send your resume to careers@akoyaGO.com and specify the position in the subject line.