



Job Description/Posting

Job Title:	Solutions Architect	Department/Group:	Sales
Reports To:	Director of Sales	Position Type:	Salaried/Full Time
Headquarters Location:	Lebanon, NH	Fair Labor Standards Act (FLSA):	Exempt
Level/Salary Range:	\$120,000 - \$200,000	Travel Required:	30% minimum
HR Contact:	VP of HR, Operations and Compliance	Date posted:	
Will Train Applicant(s):		Posting Expires:	
External posting URL:			
Internal posting URL:			
Applications Accepted By:			
E-mail: cindi.mcbain@lyme.com		Mail: Cindi McBain / CONFIDENTIAL Lyme Technology Solutions 240 Mechanic Street, Suite 301 Lebanon, NH 03766	

Job Description

JOB SUMMARY:

The Solutions Architect (SA) serves as a critical link between Lyme's customers and its internal teams. Working with network engineers, sales, and support, the SA: crafts tailored solutions for our customers based upon their specific needs; provides technical expertise during the sales cycle; and ensures successful implementation of the proposed solution. As trusted technical consultants, the successful SA translates complex features into clear business value, provides actionable feedback to internal teams, and maintains strong collaboration across departments.

Major Functions/Accountabilities

- **Sales Enablement & Customer Engagement**
 - Partner with sales teams to understand customer business challenges and technical requirements.
 - Provide technical expertise during the sales cycle, including in-depth product knowledge, addressing questions and objections.
- **Solution Design & Demonstration**
 - Develop and present tailored technical solutions, demos, and Proofs of Concept (POCs).
 - Provide detailed specifications for proposed solutions, including time and scope.
- **Implementation & Post-Sale Support**
 - Assist with solution onboarding, configuration, integration, and ongoing support after the sale.
- **Product Feedback & Continuous Improvement**
 - Communicate customer feedback and feature requests to product/engineering teams.
 - Analyze current technologies and develop improvement processes.
- **Documentation & Project Management**
 - Create proposals, reports, and technical documentation.



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- Proactively manage project challenges and constraints.
- Uphold the LYME Standard.
- Establish strong, professional relationships with customers, prospects, coworkers, and vendors, based on solid rapport and trust
- Adhere to Lyme policies, code of ethics and conduct, and standard of doing business
- Demonstrate a commitment to continuing professional and personal development through:
 - Active participation in and support of Lyme’s ongoing development and training efforts
 - Obtaining appropriate service and/or sales certifications
 - Remaining current in industry trends through relevant training, trade show attendance, reading of trade journals, etc.
- Other duties as assigned by the Director of Sales.

Skills/Qualifications:

- Education/Experience
 - Bachelor’s degree required; Master’s degree in computer science or software engineering preferred.
 - Experience in the Federal space and with data centers required. Knowledge of Dell, HPE, Cisco, and NetApp preferred.
- Technical Skills
 - Deep understanding of the company's products/services, often including specific technologies (e.g., cloud, databases, programming languages like SQL/Linux).
 - Experience developing IT and cloud infrastructure.
 - Up to date understanding of best practices regarding system security measures
 - Experience with software engineering, customer experience and design architecture
 - Extensive knowledge and experience working with various operating systems
 - Professional work experience in analyzing computer hardware and software
- Other
 - Business acumen: Ability to connect technical features to business outcomes and ROI.
 - Communication: Excellent presentation, active listening, and ability to explain complex topics simply to non-technical audiences.
 - Problem-Solving: Strong analytical and diagnostic skills to find effective solutions.
 - Interpersonal Skills: Building relationships, empathy, and collaborating across teams.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

Disclaimer: *The above statements are intended to describe the general nature and level of work being performed in this position. They are not to be construed as an exhaustive list of all responsibilities, duties and skill required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*

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Reviewed By:	Andrew Sullivan	Date:	2/1/2026
Approved By:	Andrew Sullivan	Date:	2/1/2026

