Solutions Engineer

What We Do

Lucid Consulting, based in Bellingham, Washington, is a successful software and information technology firm dedicated to providing financial and operational systems and consulting to small and mid-sized businesses. Lucid Consulting offers several ERP products and related services to help clients meet their intended profitability goals and business objectives by streamlining processes and maximizing their productivity using technology. In a nutshell, we implement the software and business processes that help run a company. We then continue to support those clients on a regular basis to assist with process improvement and other activities that allow them to continue to leverage the solution.

What You'll Do

We are seeking a **Solutions Engineer (SE)** to join our growing business and help support our expanding client base and internal team. The SE is primarily tasked with designing, implementing and maintaining the infrastructure for ERP systems both on premise and Cloud based. This position requires a solid understanding of ERP Systems and the environments required to operate them successfully. This is a critical role that would serve as a cross functional highly technical resource across Sage X3, Sage 100 and Acumatica.

We are looking for an experienced, highly technical individual with strong analytical and problem-solving skills with the ability to effectively communicate with multiple stakeholders both internal and external.

Responsibilities:

- Implementation
    - Collaborate with cross-functional teams, including clients, consultants, developers, vendors and project managers to deliver integrated solutions.
    - Consult as both presales and post sales roles for technical deployments of ERP solutions in cloud and on prem environments including AWS, Azure, Sage Partner Cloud (SPC) and Acumatica SaaS or PCS.
    - Assist with the development and/or implementation of ISV's solutions and enhancements within the ERP system to meet specific business requirements.
- Cloud and On-Prem Infrastructure Management
    - Manage and/or collaborate with external teams to support cloud-based infrastructure, including virtual machines, storage solutions, backup and networking components.
    - Ensure that cloud-based infrastructure meets security and compliance requirements.
    - Manage Acumatica SaaS and PCS environments including deployments, patches and upgrades.
    - Manage Sage X3 and Sage 100 environments including deployments, patches and upgrades for both private hosted and SPC.
    - Monitor the performance of cloud-based infrastructure, diagnosing and troubleshooting issues, and making necessary changes to optimize system performance.
- General Support / Other
    - Provide technical consulting and support for internal and external teams with installation, migration, maintenance and upgrades for Sage X3, Acumatica and Sage 100.
    - Assist with the technical aspects of the on-boarding process for new clients.
    - Stay up-to-date with ERP software updates, industry trends, and emerging technologies to suggest improvements and optimizations.
    - Develop and maintain relationships with external Network Partners.

o   Maintain Partner Certifications

Position Requirements:

- Degree in Accounting/MIS, Computer Science or relevant experience required.
- Strong interpersonal, verbal, and written communication skills with both technical and non-technical people.
- Solid organizational and project management skills and ability to work independently and as part of a team.
- Experience with AWS and/or Azure environments.
- Solid understanding of core network administration concepts such as networking, security, firewalls, backups, monitoring, and VPN's a requirement.
- ERP Industry Experience (10 Years Minimum)
- SQL Server database implementation and administration.

What we offer

This is a full-time position. We are offering a starting range of 90K to 110K DOE with a well-rounded benefit package including full employee medical, Simple 401K with 3% match, 3 Weeks PTO, and bonus. There is a salary review after 6 months and then again at the 1-year anniversary.

Lucid has a very collaborative work environment and provides plenty of opportunity for professional growth and success. We like to hire smart people that want to be a part of building something great. We like to recruit talent with diverse backgrounds and life experiences that can bring their voice to our team. One of our core values is that we value our team as much as we value our clients. If this sounds like something, you would be interested in being a part of; please reach out. We'd love to hear from you.

How to reach us

If this sounds like the right opportunity for you, please send your resume and cover letter to hr@lucidconsulting.com. More information on our firm can be found at www.lucidconsulting.com.