Solutions Engineer

The Solutions Engineer is the technical bridge for our customers, ensuring they see and realize the full value of the MapsIndoors platform. You will guide prospective customers through technical discovery and validation in the pre-sales process and then lead their technical onboarding and implementation post-sales. This hybrid role is critical to accelerating time-to-value, driving successful outcomes, and ensuring a seamless customer experience from evaluation to launch. MapsPeople operates on a global scale with office locations in Austin (Texas), Copenhagen (Denmark), Bucharest (Romania), and Aalborg (Denmark). This position is based at our Austin office, with the opportunity for a flexible setup to accommodate hybrid work.

First Principles That Guide Us

We hire and operate by a set of principles that guide our decisions and define our culture. We're looking for someone who aligns with our commitment to:

- **Aim High:** We are ambitious and strive for excellence in every project and customer interaction.

- **Fast Beat Slow:** We prioritize speed and agility to solve problems and deliver value to our customers efficiently.

- **Fit Work Around Life:** We trust you to manage your time and priorities, offering the flexibility to balance professional and personal commitments.

- **Async by Default:** We default to asynchronous communication to foster deep work and accommodate global collaboration.

- **Collaborate on Problems:** We believe the best solutions come from teamwork. You'll work cross-functionally to tackle challenges.

- **Act with Integrity:** We build trust by being transparent and accountable in our interactions with customers and each other.

Key Responsibilities

As a Solutions Engineer, you will own the technical customer journey, blending pre-sales consultation with post-sales implementation success.

Pre-Sales (Technical Discovery & Validation):

- Lead technical discussions in sales meetings to understand a prospect's needs and showcase how MapsIndoors can solve their mapping and navigation challenges.

- Design and present compelling product demonstrations and proofs-of-concept that are tailored to specific customer use cases.

- Respond to technical sections of RFPs and collaborate with the sales team to create clear and accurate Statements of Work (SoWs).

- Confidently lead customer security reviews and explain our SaaS architecture and API capabilities to both technical and business stakeholders.

Post-Sales (Implementation & Onboarding):

- Act as the primary technical point of contact during the implementation phase, ensuring a smooth and effective customer onboarding experience.

- Lead client workshops and troubleshooting sessions to guide developers through the integration of our mobile and web SDKs.

- Serve as a trusted advisor for developers, helping them understand our API documentation, test endpoints, and integrate MapsIndoors into their applications and systems.

- Collaborate with Customer Success and Product teams to ensure technical hurdles are resolved and customer feedback is incorporated into our product roadmap.

Shared Responsibilities (Enablement & Support):

- Participate in a rotational service desk schedule with the global Solutions Engineering team to provide timely support for inbound technical questions.

- Assist in creating and maintaining technical documentation, implementation guides, and other collateral that helps us scale our processes.

Required Qualifications and Experience

- Experience in a customer-facing technical role such as a Solutions Engineer, Sales Engineer, Implementation Consultant, or Technical Account Manager, preferably in a B2B SaaS environment.
- Excellent communication and presentation skills, with the ability to translate complex technical concepts for both developer and non-technical audiences.
- Hands-on experience with web or mobile technologies. You don't need to be a production coder, but you should be comfortable with concepts related to APIs, SDKs, and data integration.
- A problem-solving mindset and the ability to troubleshoot technical issues methodically during customer workshops and onboarding.
- Proven ability to manage multiple projects simultaneously in a fast-paced, scale-up environment.

Preferred Qualifications (Nice to Have)

- Familiarity with indoor mapping, GIS, or other spatial technologies.
- Experience working directly with mobile SDKs (iOS/Swift, Android/Kotlin) or web frameworks (e.g., React, Angular).
- Knowledge of cross-platform frameworks like React Native or Flutter is a plus.
- Experience working with REST APIs, including reading documentation and using tools like Postman to test endpoints.

Key Competencies and Personal Attributes

- **Customer-Obsessed:** You are passionate about helping customers succeed and find fulfillment in solving their problems.
- **Collaborative Mindset:** You thrive in a team environment and proactively share knowledge with colleagues in Sales, Customer Success, and Product.
- **Proactive & Accountable:** You take ownership of your work, anticipate customer needs, and take pride in delivering high-quality results on time.
- **Curious & Adaptable:** You have a genuine interest in technology and are eager to learn how new integrations and platforms can create value for our customers.
- **Global Collaborator:** You are comfortable working asynchronously and can adapt your schedule when needed to collaborate with a global team.

Success Metrics

Success in this role will be measured by your impact on key business outcomes, including:

- **Time to Value:** Reducing the time it takes for new customers to successfully implement MapsIndoors and go live.
- **Customer Satisfaction:** Achieving high satisfaction scores (CSAT/NPS) from customers following their onboarding and implementation experience.
- **Technical Win Rate:** Effectively demonstrating the value and feasibility of our platform to prospective customers during the sales cycle.
- **Contribution to Knowledge Base:** Consistently improving our internal and external documentation to reduce support requests and empower customers.

About MapsPeople

MapsPeople is a world-leading provider of an indoor mapping platform. We connect people and buildings and partners through dynamic indoor maps and real-time data visualizations, empowering occupants to make better decisions. We power a wide range of smart building technologies, including wayfinding, room and desk booking, occupancy, positioning, and much more.

We partner with large and innovative businesses that provide smart building solutions to help them increase their product value, grow their business, and reach our goal of mapping every smart building in the world - we've already mapped more than 25,000 of them.

MapsPeople works on a global scale with office locations in Austin (Texas), Bucharest (Romania), Copenhagen (Denmark) and Aalborg (Denmark). We offer you a flexible setup with the possibility to work from one of our modern office locations in a hybrid working form.

Let's map the built world together.