

ROLE PROFILE: Solutions Consultant

What the role is accountable for
The Solutions Consultant drives the successful adoption and optimization of AVEVA's industrial software solutions by delivering expert technical support, implementation, and training to clients and system integrators. The role focuses on diagnosing and resolving complex technical issues, managing customer expectations, and identifying operational risks to ensure minimal disruption to client processes. By leading on-site and remote support, providing tailored training, and contributing to knowledge base development and marketing initiatives, the Solutions Consultant enhances client outcomes and strengthens AVEVA's position as a leader in industrial automation and digital transformation.
Role reporting
Technical Support Manager
A typical day may include (ideally no more than 10 – 12 characteristics)
1. Telephonic Support on AVEVA Product Range • Provide technical assistance to clients over the phone, troubleshooting issues related to AVEVA's suite of products, such as System Platform, InTouch HMI, PI System, or AVEVA Connect. • Diagnose software configuration problems, integration challenges, or performance bottlenecks in real-time, often under time-sensitive conditions. • Guide customers through updates, patches, or workarounds while ensuring minimal disruption to their industrial operations. 2. On-Site Customer Support • Travel to client facilities (e.g., refineries, factories, or power plants) to provide hands-on support for AVEVA solution deployments. • Collaborate with on-site teams—process engineers, IT staff, or control room operators—to resolve issues like data connectivity failures or visualization glitches. • Managing Expectations on queries/cases from Customers • Act as the primary point of contact for customer inquiries, setting realistic timelines for resolution based on issue complexity and resource availability. 3. Identifying Risk on Queries • Evaluate incoming customer queries to spot potential risks, such as misconfigurations that could lead to data loss, security vulnerabilities, or operational downtime. • Assess the broader impact of reported issues—e.g., a PI Server glitch might compromise historical data integrity across multiple sites—and flag them for urgent attention. • Anticipate downstream consequences, like how a delayed fix in an HMI system could disrupt batch processing or regulatory compliance. 4. Present Training on AVEVA Product Sets • Deliver tailored training sessions—both virtual and in-person—covering AVEVA products like, but not limited to, AVEVA Historian, InTouch SCADA, or AVEVA Engineering. • Adapt content to diverse audiences: operators needing basic interface navigation, engineers requiring scripting skills, or managers seeking ROI insights.

- Gather trainee feedback to refine delivery and ensure alignment with customer-specific workflows or industry standards (e.g., ISA-95).
5. **Maintain Certification**
 - Stay current with AVEVA's certification programs, such as AVEVA Certified Trainer or PI System Infrastructure Specialist, renewing them as required (typically every 2-3 years).
 - Pursue advanced credentials to deepen expertise in niche areas like edge computing with AVEVA Insight or E3D design.
 - Attend vendor-led training, webinars to keep pace with product updates and industry trends.
 6. **Contribute Towards the Knowledge Base**
 - Author detailed articles, FAQs, or case studies for internal and customer-facing knowledge repositories, focusing on common AVEVA-related challenges and solutions.
 - Share insights from field experiences—like a novel workaround for a PI Data Archive sync issue—to benefit colleagues and reduce redundant troubleshooting.
 - Update documentation with step-by-step guides, screenshots, or video tutorials, ensuring accessibility for non-technical users.
 - Make contributions on the AVEVA Software Community Forum such as, but not limited to, Heroes HQ.
 7. **Assist in Marketing Activities**
 - Support sales teams by providing technical demonstrations of AVEVA solutions, showcasing benefits like, but not limited to, real-time analytics or digital twin capabilities to prospective clients.
 - Contribute to whitepapers, blogs, or webinars that position the company as a thought leader in industrial automation, emphasizing AVEVA's role.
 - Participate in trade shows or industry events (e.g., Automation Fair) to network with clients and highlight successful case studies from past implementations.

Qualifications we look for

Minimum Qualifications:

- Matric
- Diploma in Engineering
- Diploma in Computer science
- AVEVA Specific Certifications

Preferred Qualifications

- BSC/BTech Engineering or Computer Science
- Registration with ECSA would be beneficial

Experience we look for

- 2-5 years in Solutions Consultant or Solution Engineer or Similar role
- 5-10 years' experience in the industrial Automation industry

How the role raises the bar

- Collaboration

- Anti-fragility
- Efficiency
- Innovative
- Managing Ambiguity
- Resilience
- Outcomes orientated
- Solve
- Stakeholder engagement
- Flexibility
- Taking people along
- Interpersonal Awareness
- Coaching Mindset