

Dstny – Pre-Sales Service Architect – Tier 1 Service Providers

Role Purpose

The Pre-Sales Consultant / Service Architect is responsible for owning the technical and service design aspects of complex opportunities with Tier-1 Service Providers. The role acts as the primary technical authority during the sales lifecycle, translating customer requirements into robust, scalable, and commercially viable service architectures based on the Dstny portfolio.

Working closely with Sales, Product, Engineering, and Delivery teams, the role ensures that proposed solutions are technically sound, operationally feasible, and aligned to CSP expectations around resilience, scale, security, and regulatory compliance.

What we expect from you...

Key Responsibilities

Pre-Sales & Solution Architecture

- Lead the technical engagement with Tier-1 Service Providers throughout the pre-sales lifecycle, from discovery through to contract signature.
- Design end-to-end service architectures covering the Dstny portfolio including technology and associated professional services/managed services
- Translate customer business, operational, and regulatory requirements into detailed solution designs, service descriptions, and high-level technical architectures.
- Own the technical response to RFPs, RFIs, and tenders, including architecture diagrams, service definitions, and non-functional requirements.

Customer Engagement & Discovery

- Facilitate technical workshops and discovery sessions with CSP stakeholders across engineering, product, operations, security, and commercial teams.
- Advise customers on best practice service design, platform integration, migration strategies, and service evolution.
- Act as a trusted technical advisor, representing Dstny as a credible partner for carrier-grade services.

Commercial & Bid Support

- Support bid teams by ensuring technical solutions are commercially viable and aligned with pricing, margin, and delivery constraints.
- Identify risks, assumptions, and dependencies within proposed solutions and clearly articulate mitigation strategies.

- Collaborate with Commercial and Legal teams to support contract schedules relating to service descriptions, SLAs, KPIs, and technical obligations.

Internal Collaboration

- Work closely with Product Management to influence roadmap priorities based on Tier-1 CSP requirements.
- Provide clear handover documentation and architectural guidance to delivery and operations teams post-sale.
- Contribute to the development of reusable architectures, standard offerings, and pre-sales collateral.

Governance & Quality

- Ensure all proposed solutions align with Dstny architectural standards, security policies, and operational models.
- Maintain a strong understanding of regulatory, compliance, and data sovereignty requirements relevant to Tier-1 CSPs.

Required Skills & Experience

Technical & Domain Expertise

- Strong experience in pre-sales, solution architecture, or service architecture within telecoms, UCaaS, or cloud communications.
- Proven experience working with Tier-1 or large Tier-2 Service Providers in a complex, multi-stakeholder environment.
- Deep understanding of carrier-grade platforms, including high availability, resilience, scalability, and performance.
- Knowledge of UCaaS, SIP, voice networks, contact centre platforms, APIs/CPaaS, and integration with OSS/BSS systems.
- Familiarity with cloud and virtualised environments (public, private, hybrid).

Commercial & Communication Skills

- Ability to clearly articulate complex technical concepts to both technical and non-technical audiences and with a clear business focus
- Strong written skills, particularly in RFP responses, service descriptions, and architecture documentation.
- Commercial awareness, with an understanding of cost drivers, margin impact, and service monetisation.

Personal Attributes

- Consultative and credible, with the gravitas to engage senior technical and business stakeholders.
- Structured and analytical, with strong problem-solving skills.
- Comfortable operating in ambiguous environments and balancing competing priorities.
- Collaborative, with a strong team ethic across sales, product, and engineering functions.

Desirable Experience

- Experience supporting large-scale UCaaS or voice transformations for CSPs.

- Understanding of ITIL-aligned service management and operational models.
- Exposure to security, compliance, and regulatory frameworks relevant to telecoms (e.g. GDPR, lawful intercept, resilience standards).

What we offer you...

- Work with a **talented and passionate teams** of like minded professionals.
- Gain exposure to **cutting-edge technologies** in cloud communications.
- Enjoy a **flexible work environment** with opportunities for growth.
- Be part of an **internationally diverse** company with a strong culture.
- Competitive **salary and benefits** package.

<https://dstny.be/>