

Job Description: Solutions Engineer

About the Company

Launched in late 2021 to serve frontline workers, [ARC](#)® was born out of the consumer-facing technology that phone charging provider ChargeltSpot brought to market in 2012. ARC is a device management solution integrated with smart lockers, designed to store, secure, and charge company-owned handheld devices (i.e., by Zebra, Honeywell, etc.) that frontline workers use to do their jobs and perform their core job functions (e.g., for package scanning, inventory lookup, task management, mobile point of sale, etc.).

Clients turn to ARC because they find that it is extremely difficult to manage and maintain their investment in enterprise mobile devices post purchase. There's a ton of waste from legacy, manual processes. Devices frequently go missing (25% annually), stop working, or run out of power – costing payroll time, money and productivity. ARC virtually eliminates these issues, ensuring that devices are functional, charged and not missing -- all while improving productivity and experience for ground teams.

Market demand for ARC has been overwhelming and the company has been growing rapidly. Device management has been a huge unmet need for decades with a problem space that is deceptively nuanced, complex and costly. ARC is uniquely positioned to solve these problems given its decade of relevant technical expertise with ChargeltSpot phone-charging lockers, our legacy mobile device product. ARC builds upon ChargeltSpot's competencies and has carried over expertise like IP (protected by 8 patents and counting), deep technical know-how, and real-world experience gained while solving similar problems in a live field environment.

ARC's Mission

Minimize Device Waste. Maximize Worker Productivity. Make Life Easier.

ARC's Vision

Be the unrivaled leader in physical device management. With more than 25,000 ARC units deployed by 2030, ARC will simplify life for more than 1,000,000 workers every day.

Want to learn more? See the work we're doing with [Sam's Club](#) and [Walmart Canada](#).

About the Team

At ARC, we surround ourselves with independent thinkers who are detail-oriented, and customer obsessed. Our clients have routinely called us “the most talented team they’ve ever worked with.” We value determination, resourcefulness, imagination, and follow-through. We want people who are ready to get things done.

Our focus is fierce, but it's not all hard work. We take time to get to know each other through a daily game of Jeopardy, meals together, and nights out for karaoke. We operate a hybrid work model, with most team members working in the office a couple of days a week, and the rest remotely.

Our Core Values

- We do what we say we will do.
- Details matter. A lot.
- Bias for action.
- Customer obsession.
- Diversity and authenticity.
- No ego. Only outcome.
- Think big.

Learn more about our core values [here!](#)

About the Role

As a Solutions Engineer, you will be the technical bridge between our Sales team, our Product team, and our prospective customers - responsible for demonstrating how ARC and our other products can address the specific technical needs and challenges of our clients.

You will work closely with the Sales, Product & Engineering, and Client Success teams to develop and present tailored solutions that align with prospect and customer requirements. Your role is crucial in ensuring the successful implementation and integration of our systems within our clients' operations.

Furthermore, you will help the Product team prioritize their R&D efforts through conducting industry research, and competitive analysis to contribute to the continuous improvement of our products and services.

This position reports to the VP of Sales, You need to be self-motivated, highly organized, collaborative, and ready to tackle new tasks quickly, creatively, and efficiently.

Responsibilities

- **Technical Expertise:** Develop a deep understanding of ARC and other ChargeItSpot products, including their technical specifications, integration capabilities, and potential use cases.
- **Pre-Sales Support:** Collaborate with the Sales team to provide technical support during the pre-sales process, including conducting product

demonstrations, answering technical questions, and designing customized solutions for clients

- **Scope of Work:** draft clear SOW for each prospective client, taking into consideration the technical requirements and infrastructure needed to support ARC products. The candidate will need to have a strong understanding of network configurations, power requirements, and basic building construction.
- **Implementation Oversight:** Assist the Client Success team with the implementation and deployment of solutions, ensuring they meet client expectations and are integrated seamlessly into the customer's existing systems.
- **Product Feedback:** Gather insights into prospect and customer's needs and challenges and use this information to help prioritize R&D efforts, ensuring ARC products stay ahead of the competition and continue to meet customer demand.
- **Market & Competitive Analysis:** Conduct thorough industry research and competitive analysis to identify trends, emerging technologies, and potential gaps in the market.

Qualifications

- Bachelor's degree in Engineering, Computer Science, Business Administration, or a related field — or equivalent relevant work experience.
- 5+ years of experience in a technical pre-sales, solutions engineering, or similar role, preferably in the mobile device management or related technology industry.
- Strong technical acumen, with experience in hardware and software integration.
- Excellent communication and presentation skills, with the ability to explain complex technical concepts to non-technical stakeholders.
- Customer-focused with a passion for solving problems and delivering value.
- Ability to work independently and manage multiple projects simultaneously.
- Willingness to travel for client meetings, trade shows, and on-site support. In order to successfully manage the expectations of a Solutions Engineer, this role is expected to travel as needed, up to 10 days per month or more.
- Proven track record of a high level of attention to detail.

The Candidate

You think several steps ahead. You are relentless, strategic, and a long-term thinker. You believe the details are important and so you get them right. You find creative ways to translate technical language into clear, actionable insights that resonate with both technical and non-technical audiences. You are a fast learner. You take feedback well and implement it. You care about getting to the best outcome, and do not focus on being right or wrong.



ARC
111 S Independence Mall E, Ste 920
Philadelphia, PA 19106

Location

Remote or hybrid possible for the right candidate. Location to be discussed. We are headquartered in Philadelphia, PA and the team operates in East Coast business hours.

Benefits

- Health, dental and vision insurance
- Health Care FSA
- 401k plan with matching company contributions
- Paid time off
- Hybrid or Remote environment

Why Join Us

We're building something ambitious — and doing it with integrity, collaboration, and purpose. If our mission and values resonate with you, we'd love to hear how you'd like to contribute and be part of the journey.

If you have the unique combination of skills and qualities we are looking for, please submit your resume and a cover letter expressing your motivation to apply to this position to careers@chargeitspot.com.

ARC by ChargeItSpot is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.