

## FORWARD-DEPLOYED TECHNICAL ROLE

# Solutions Engineer

Pre-sales discovery meets forward-deployed implementation – turn signed contracts into working, configured, customer-trained solutions, fast, with LLM-native tools.

## OVERVIEW

The Solutions Engineer at TrueRoll sits at the intersection of pre-sales discovery and forward-deployed implementation. TrueRoll's platform powers exemption processing, document workflows, and AI-native data operations for county assessors – and the Solutions Engineer is the person who turns a signed contract (or a late-stage sales conversation) into a working, configured, trained-on solution in the customer's hands.

This is a hybrid role. On the front end, you run technical discovery with prospects. **On the back end, you build.** You configure workflows, write integration code, stand up API and file-based data pipelines, build extraction and validation rules, and train customers to operate what you've shipped. **You do it yourself, moving fast with LLM-based tools (Claude, Cursor, Gemini)** rather than handing specs off to engineering and waiting.

The role exists because TrueRoll's product surface is expanding faster than any one person can absorb – document-initiated workflows for deeds, protests, BPP/TPP, homestead and senior applications, and third-party integrations against systems like iasWorld, PACS, Orion, and Tyler Tech SmartFile. **We need another operator who can own the full arc from discovery to go-live** across this surface.

### REPORTS TO

**Director of Customer Delivery**

### DIRECT REPORTS

**None**

### EMPLOYMENT

**Full-Time · Remote**

### TRAVEL

**~10%**

### // YOU'LL WORK DAILY ACROSS THIS STACK

Python

SQL

REST

SOAP

JSON

Postman

SFTP

AWS S3

Claude

Cursor

Gemini

Claude Code

iasWorld

PACS

Orion

SmartFile

Enterprise A&amp;T

Jotform

## Key Responsibilities

Five domains across the full discovery-to-go-live arc

### ● Pre-Sales Discovery & Technical Scoping

**Partner with Sales** on late-stage deals to scope workflows, integrations, and data flows in detail enough to commit to scope, price, and timeline with confidence.

**Translate pain points** into a clear solution spec: what workflow, what data, what integration method, what validation rules, what success looks like.

**Lead discovery conversations** with county IT, assessor staff, and third-party vendors — asking precise field-level questions to prevent downstream surprises.

**Identify implementation blockers** early — missing APIs, manual vendor processes, access constraints — before a deal closes on a flawed assumption.

### ● Forward-Deployed Implementation (LLM-Native)

**Build and configure** document workflows directly — extraction templates, business rules, validation flags, routing logic, queues, labels, customer forms — with LLM-based developer tools as a core part of how you work.

**Write and iterate** on small scripts, example payloads, Postman collections, and Python POCs to validate integrations, reconcile data, and unblock customers tactically.

**Own the customer** from kickoff through go-live: configure, test, tune, ship. You work through the business problem alongside the model, not hand a spec to an engineer and wait.

**Recognize where AI tools fall short** (PDF compliance, OCR edge cases, session/memory) and work around them — or escalate cleanly when the problem is systemic.

### ● Integration Development & Delivery

**Coordinate technical activation** of client and partner integrations: permissions, credentials, access validation, troubleshooting across REST/SOAP, SFTP, S3, and form solutions.

**Debug production end-to-end** — OCR quality, data mismatches, address standardization (CASS/Smarty), OOM, encoding, parcel ID formatting — and ship the fix, workaround, or escalation.

**Build and operate ingestion pipelines** for tax roll files, paper applications, death batches, skip-trace refresh, deed feeds, and protest intake.

**Maintain integration documentation**, configuration guides, and reference specs so implementations are repeatable across counties.

### ● Customer Enablement & Training

**Lead training sessions** for county staff — clerical users, investigators, managers — on AppVetter, Document Workflows, ProMon, and related TrueRoll surfaces. Multi-hour sessions for mixed audiences.

**Run structured kickoff recaps** and biweekly accountability check-ins during implementation, with clear role-by-role action items, owners, and due dates.

**Produce documentation that travels with the customer** after your implementation — configuration guides, search/filter references, and operational playbooks — and hand off cleanly to Customer Success.

### ● Cross-Functional Product Partnership

**Bridge across teams** — Sales, Product, Engineering, Customer Success — for integration- and workflow-centric initiatives. Translate technical requirements into solutions and back.

**Feed patterns into the roadmap** — workflow types, integration classes, data-quality patterns — so today's forward-deployed config becomes tomorrow's product capability.

**Escalate systemic issues** — performance regressions, missing APIs, vendor limits — with enough context that engineering can act, not rediscover from a ticket.

**Drive standardization** of the delivery motion as the company grows past the "one brilliant implementer" bottleneck.

## Requirements

- ✓ **3+ years** in solutions engineering, sales engineering, technical implementation, or forward-deployed engineering — ideally SaaS where you owned customer outcomes.
- ✓ **Working Python & SQL** for data handling, scripting, reconciliation, and API integrations.
- ✓ **Hands-on LLM tool fluency** — Claude, Cursor, Gemini, Claude Code as your default way of building, not as a novelty.
- ✓ **Excellent written communication.** Run a kickoff, write the recap, unblock a vendor — and always name the next step, owner, and date.
- ✓ **Strong discovery skills** — precise, field-level questions and a shared written spec before building.
- ✓ **Practical API experience** — REST, SOAP, JSON, S3, FTP/SFTP, auth flows, and Postman or equivalent.
- ✓ **Built integrations independently** through ambiguity, without a finished spec — and maintained them in production.
- ✓ **Thrives in remote, async** environments with significant autonomy.

## Preferred Qualifications

- ★ **Prior SE/FDE** at an early- or growth-stage SaaS company.
- ★ **Document AI experience** — Google Document AI, Gemini, AWS Textract — and the failure modes they exhibit in production.
- ★ **Govtech / county records familiarity** — exemptions, deeds, TPP/BPP, protests, or adjacent regtech.
- ★ **CAMA integration experience** — iasWorld, PACS, Orion, SmartFile, Enterprise A&T — where the integration is as much relationship work as engineering.
- ★ **Training delivery** to non-technical end users — clerical staff, operations teams — at customer sites.
- ★ **CS / Support / Pro Services background** in addition to implementation — full lifecycle, not just go-live.

## What Success Looks Like in 12 Months

### 01 / SCALE

You are a **second fully capable owner** of the document-workflow and integration delivery motion — TrueRoll can run two novel implementations in parallel without either stalling.

### 02 / SPEED

You **compress time from contract to first value** for the customers you own, with documented configuration and a clean handoff to Customer Success.

### 03 / DISCOVERY

Discovery you run on late-stage deals results in **scopes we can actually deliver on** — fewer surprise integrations, fewer "we didn't know they needed that" moments after close.

### 04 / PRODUCT

Patterns you encounter in the field **become durable product capabilities** through tight collaboration with Product and Engineering.

**Make the work of the assessment community easier.**

TrueRoll is the AI-powered system of action for assessor offices.

**APPLY NOW**