

## Job Overview:

### Software Deployment Engineer

<b>Job Title:</b>	<b>Location:</b>	<b>Company:</b>
Software Deployment Engineer	Warrington	CCSG, a Gratte Brothers   Security Systems & Software company
<b>Reporting to:</b>		
Deployment Manager		

#### Job Purpose:

The Software Deployment Engineer will be responsible for the understanding of customer problems, problem solving, testing, configuration, deployment and optimisation of CCSG software products to meet customer current and future requirements.

The position will also be responsible for collaborating with customers to understand their needs and designing efficient, cost-effective software solutions.

This customer-facing role combines strong technical expertise with relationship management, and a deep understanding of customer operational challenges.

#### Key Areas of Responsibility:

##### 1. Software Configuration & Technical Implementation

- Configure software according to customer-specific requirements.
- Set up and fine-tune software specific features and functions to optimise performance.
- Communicate effectively with the Deployment Manager to ensure successful software implementation within customer environments.
- Optimise system performance through advanced configuration and calibration techniques.
- Troubleshoot technical issues and provide ongoing system optimisation support.
- Plan, coordinate, and execute software deployments and updates.
- Monitor deployments and troubleshoot any issues during or post-deployment.
- Maintain documentation related to deployment procedures and configurations.
- Ability to understand customer operational challenges and translate them into software configuration requirements.
- Identify gaps in current software capabilities and discuss potential solutions or workarounds with senior technical teams.

## 2. Customer Relationship Management

- Serve as primary technical liaison with customers, building strong relationships at operational, risk workflow and technical levels.
- Represent CCSG in a professional capacity during customer interactions.
- Identify opportunities to add value and drive client ROI.
- Design new or amend existing solutions to mitigate client business problems.
- Collaborate with clients to understand evolving needs and recommend system enhancements.
- Experienced at using PowerPoint presentations to demonstrate and communicate ideas and new concepts to customers.
- Maintain regular communication with stakeholders to ensure satisfaction and system effectiveness.
- Deliver formal updates to client stakeholders & teams.
- Conduct customer meetings to deeply understand their operational issues and translate these into configurable solutions within the software.
- Provide guidance and expertise on how the software can address specific customer use cases (e.g., detecting specific types of theft or fraud).

## 3. E-Learning & End-User Training

- Develop comprehensive e-learning training modules for end-users.
- Deliver training sessions both remotely and on-site to customer teams.
- Create documentation and user guides to support customer adoption.
- Provide ongoing educational support to ensure optimal system utilisation.
- Adapt training materials based on customer feedback and system updates.

*This is a broad overview of the position and does not encompass all aspects of the role.  
Gratte Brothers are an equal opportunities employer and welcome applications from all.*

### Knowledge & Experience:

#### Technical Skills

- Strong background in software configuration and system optimisation.
- Experience with fraud detection, risk management, security analytics or CCTV platforms.
- Proficiency in troubleshooting complex technical systems including the ability to read and interpret software logs.
- Ability to research and propose alternative solutions, involving external products or leveraging general AI tools (e.g., ChatGPT, Gemini).

#### Professional Experience

- Has practical experience in technical services, system configuration, or related field.
- Proven experience in customer-facing technical roles with a focus on problem-solving and/or technical sales support.
- Experience with training development and delivery.

- Track record of successful client relationship management.
- Problem-solving and communication skills.

**Core Competencies**

- Excellent communication skills for both technical and non-technical audiences.
- Strong analytical and problem-solving capabilities.
- Ability to work independently and manage multiple customer projects.
- Detail-oriented approach to system configuration and optimisation.
- Adaptability to evolving technology and customer requirements.
- Strong ability to understand complex customer issues and translate them into practical software configurations.
- A 'can-do' attitude with a strong desire to find solutions for customers.

**Attributes & Skills:**

- Familiarity with database search criteria; an understanding of reading basic SQL or using SQL to build search queries and modifying existing simple queries.
- Experience with training development and delivery.
- Technical degree preferred but not essential, practical experience and problem-solving skills are prioritised over specific degrees.
- Experience in enterprise-level application deployment.
- Background in retail loss prevention, security systems, or fraud detection preferred.