



Job Description

Job Title:	Customer Success Engineer
Reports to:	Director, Customer Success
Job Type:	Permanent
Location:	TBD

About CloudSphere

CloudSphere's unique data science approach to hybrid and multi-cloud **Cyber Asset Management** provides the only solution that automates the creation of a top-down, application-level view of a company's cyber assets. Our continuous business service mapping saves countless personnel hours in constructing a meaningful real-time view of a company's entire IT estate. This newfound visibility shows where business services and related applications are running and how they interact with each other, dramatically simplifying important use cases like IT optimization, security posture, and compliance.

Headquartered in Los Altos, California and Dublin, Ireland, CloudSphere supports a diverse global customer base across industry segments including telecommunications, software, finance, manufacturing, healthcare, construction, and education. Following a significant strategic contract with Microsoft, CloudSphere is entering a significant phase of growth.

We are offering candidates an opportunity to join our company, make an impact and be a part of our future success. As a growing company, CloudSphere is an exciting and vibrant place to work and supports employee's ability to develop their skills and careers in a flexible working environment. We offer a wide range of benefits and a competitive salary.

About the role

We are looking for Customer Success Engineer (CSE) to deliver best in class service to our global partners and customers. Working closely with our sales, product and support teams, the role will involve direct engagement with our partners and end customers with a variety of pre and post sales responsibilities. Focusing on product implementation and solution best-practices, the CSE will endeavour to ensure successful deployment, adoption and expansion of our solution. A key role in growing a tech product company with high profile customers around the globe, the CSE position affords a great opportunity for someone to explore and use a wide and varied technology set and to grow their career in this exciting industry.

Key Responsibilities

- Ensuring the successful implementation of the CloudSphere product for new customer and partner deployments.
- Proactively track projects according to progress milestones to ensure success.
- Engage directly with customers and partners while providing visibility and collaborating as required with sales, product and support colleagues.
- Support the development and delivery of product and solution training.
- Build relationships with partners and influence their delivery best practices to ensure deliverables leveraging our products are met on time and to the highest quality.
- Represent the voice of the customer and serve as their advocate internally to ensure satisfaction and expansion.
- Provide customer and functional feedback on our products to product management.
- Collaborate closely with team members in support of renewals and expansion opportunities.
- Categorise, evaluate, escalate, and case manage all product issues through to resolution.
- Identify opportunities to accelerate and simplify customer onboarding throughout all engagements.
- Travel is expected periodically to meet with key partners and support regional efforts.

Skills and Experience

The role would suit somebody with the following experience:

- High energy, intelligent, positive attitude, and a team player that interfaces well at all levels of organizations.
 - Ability to work in an interrupt-driven environment and must be able to multitask.
 - Self motivated, takes initiative and requires minimal direction.
 - Excellent communication skills - both written and verbal.
 - Capable of articulating and presenting a compelling vision.
 - Language skills (in addition to English) an advantage
 - Strong problem solving and troubleshooting skills.
 - Demonstrate professionalism and integrity in all cases.
- Experience and knowledge of hybrid cloud infrastructure and related solutions
 - Hands-on experience configuring, installing, deploying, managing and supporting datacenter and cloud related technologies.
- Professional experience could include:
 - IT / data center support or customer success engineer for software or SaaS vendor
 - Professional services delivery and/or customer training
- Preferred experience:
 - Data center migration, transformation or modernization projects
 - Project management experience
 - Experience with BI (business intelligence) and reporting tools
 - Experience with data analytics
 - Experience with relevant tools, including Zendesk and Jira
- Experience working in an early stage company preferred.
- Bachelor's degree or higher

To Apply:

Applications will be accepted until the position is filled. Please email your resume to careers@cloudsphere.com, include a cover letter, and use the position title in the subject line of your email. Only candidates considered for an interview will be contacted.

Thank you for your interest in this position, we look forward to hearing from you!

CloudSphere has a mandatory vaccination policy for all hires.