Senior Manager, Solutions Engineering, United Kingdom (Remote, London)

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Company: Grafana Labs

Location: United Kingdom

Category: other-general

As a Senior Manager of Solutions Engineering for the EMEA region at Grafana Labs, you will be responsible for all aspects of building and managing a team of high-performing Solution Engineers. You will oversee the regional GTM execution with your sales leader counterparts, adopting existing GTM strategies and developing new ones as needed. You'll work with your Customer Experience counterparts to ensure that your customers are successful after the sale, in their adoption and roll-out of Grafana products. You'll work with marketing to drive community programs in the region designed to broaden the adoption of both OSS and commercial versions of our products. You'll also work closely with Product Management and Engineering to ensure that we are constantly delivering value to our customers by influencing the roadmap, based on feedback from the field, as well as leveraging your own experience in the OSS. You will be responsible for hitting and exceeding your region's revenue targets and ultimately, our company's goals. Your impact will be felt globally when the job is done well.

Key Responsibilities:

Attract, recruit, ramp, and mentor a team of great Presales SE's from diverse backgrounds and experiences.

Get the best out of your team with a servant-based leadership approach. Adopting a player/coach mentality will be critical here, ensuring that you balance your field responsibilities with the needs of your team.

Direct the bulk of your day-to-day work based on guidance and goals from leadership, owning the planning, actions and outcomes of the region.

Partner with the UK Sales leadership on customer programs, marketing initiatives and community/company events to drive adoption and expansion within our customer base.

Executive sponsorship of key accounts in the region will be key to your success. The right candidate will be a thought leader to customers and internally within Grafana Labs.

Understanding your key customers' strategies for adoption of Grafana technologies and developing programs and collateral to enable them to be successful.

Ensure that your customers' requirements are being met with our product through partnership with Product Management and Engineering

Own and report on the quarter over quarter cadence of your team while they help prospects evaluate our software with demonstrations, technical deep dives, trials and POVs.

Ideal Requirements

3+ years leading a team, 5+ years in the high tech industry having held roles such as Developer, Sales Engineer/Architect, Manager, Director, etc.

Direct Experience mentoring, developing people and managing performance over time.

Experience in Open Source selling or Cloud first/Product led sales go to market motion

Direct experience implementing and/or executing a formal sales methodology, eg COM, qualification frameworks like MEDDPICC

Direct experience selling monitoring/data/visualization products.

Proven ability to own a book of business, direct your own and your team's work and initiatives to exceed your quarterly targets.

Must be located in the United Kingdom

In the United Kingdom, the OTE compensation range for this role is £139,000 - £166,000. Actual compensation may vary based on level, experience, and skillset as assessed in the interview process. Benefits include equity, bonus (if applicable) and other benefits listed .

*Compensation ranges are country specific. If you are applying for this role from a different location than listed above, your recruiter will discuss your specific market's defined pay range & benefits at the beginning of the process.

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