

Technical Customer Success Manager

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Company: Chronos Consulting

Location: United Kingdom

Category: computer-and-mathematical

Job Description

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Our client is a high-growth, cutting-edge global SaaS company leading the way in Digital Experience Management. They deliver a proven solution leveraged by 4 of the World's top 6 Telecommunications companies, 3 of the top 5 Health Insurance companies, and 5 of the top 8 Healthcare companies.

Technical Success Managers are experienced IT professionals who are deeply knowledgeable in IT operations in the EUD and EUC space and gifted communicators to customers. Individuals who are successful in this role are self-motivated, charismatic problem-solvers and excited by the prospect of building relationships with customers in organisations of all sizes and verticals. Ideal candidates possess several years of enterprise IT consulting experience and a deep technical skill set covering VMware and/or Citrix virtualization technologies, the Microsoft stack, including endpoints, and PowerShell scripting.

Requirements:

Demonstrable experience working in large organisations with VMware, Citrix, Azure Virtual Desktop and/or other VDI technologies.

Citrix/VMware/Microsoft certified in one or more disciplines.

Powershell scripting skills.

Experience in IT consulting, professional services or other customer-facing roles within IT.

Proven capabilities in building, designing, and delivering technology solutions to customers.

Exceptional interpersonal and communication skills with the ability to influence decision-

making at all levels.

Excellent organisational, note-taking, project management, and time management skills.

Preferred (but not must-have) Qualifications:

Previous experience working with/for SaaS companies

Windows desktop OS administration experience

Commercial acumen and an understanding of what drives business decision-making

Additional European languages

Responsibilities:

Support customers through a combination of active listening and consultative investigation techniques to ensure customer needs are well understood.

Advise customers on technical matters relating to products, including implementation best practices, solution operation, and adoption, performance tuning, and use case enhancement.

Leverage the solutions you have delivered to analyse customer environments and identify new use cases, cost savings opportunities, and operational efficiencies.

Mentor, coach and enable customers on their solution and the 'art of the possible'.

Build bespoke customer roadmaps in collaboration with customers to ensure continuous evolution of each customer's solution.

Conduct regular business review meetings to showcase the progress made against the roadmap, and the impact delivered to date and agree on the future plan.

Provide regular feedback to management for process and practice improvements.

Contribute to internal technical projects, which can include supporting new product features, benchmarking, troubleshooting, and best practices.

Provide ad-hoc assistance to Customer Success Managers, providing product and domain expertise to overcome problematic issues.

Support the sales and presales teams with their efforts by being a 'trusted advisor' during the sales process.

Identify and write internal and external technical collateral, like typical deployment architectures or best practices.

Maintain current knowledge of the entire product portfolio.

Occasional visits to customers may be needed.

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