



CUSTOMER SUCCESS ENGINEER

PORTSMOUTH, NH

Great Bay Software is an IoT security and operational efficiency leader providing comprehensive visibility and control over endpoints on the network so organizations can secure data, preserve customer trust and protect revenue. By delivering real-time insights into device identity, location and behavior, Great Bay helps organizations identify and respond to potential threats and improve operational efficiency, all while supporting millions of connected devices.

Job Requirements

Location: Portsmouth, NH

Travel: 10-30%

Job Type: Full Time

Education: Bachelor's degree in technical field or equivalent technical training and experience

Job Description

Our customers expect to have a spectacular experience with Great Bay Software, and we boast a proud history of exceeding their expectations in every way. The Customer Success Group is an ambassador of our technology, services and brand and is responsible for helping customers maximize the use of the Great Bay Network Intelligence Platform™ to achieve their business objectives.

In your role as Customer Success Engineer, you will be the primary point-of-contact for a selection of our accounts in the United States and Canada. Your responsibilities will include interacting proactively with your accounts so as to understand their business objectives, technical needs and reporting requirements. In addition, you will focus on delivering services such as planning, implementation, optimization, training on-demand, business reviews, optimization tune-ups and performing general support as needed. You will also handle support cases submitted by customers at-large and assist in system testing of new product versions.

Desired Skills and Experience

- Strong customer service and interpersonal skills along with the ability to interact at all levels. Prior experience with customer success programs is a strong plus
- Minimum 4 years of experience in a hands-on, technical role supporting enterprise technology solutions
- Ability to quickly learn complex, technical concepts related to Great Bay Software's products and communicate them to a non-technical audience
- Business acumen, critical thinking, complex problem-solving skills and sound judgment are a must
- Ability to recommend and deploy solutions to solve business problems
- Ability to work collaboratively with customers and account team members and nurture relationships while delivering a flawless product deployment
- Project management acumen: from the devilish details to the bird's eye view, you own the project and delivery
- A proactive, results-oriented approach with high energy and positive attitude
- Solid knowledge of TCP/IP, networking technologies and protocols
 - IP Networks, routing, switching, WLAN, VLAN technologies
 - Network-based authentication, NAC, LDAP and Active Directory
 - Network management systems, such as DHCP, SNMP, DNS, Security Event and Information Management (SEIM), Log Aggregation, Intrusion detection and prevention (IDS/IPS), etc.
- Experience with Unix/Linux
- Experience with writing queries for SQL databases
- Scripting skills
- Excellent written and verbal communication skills
- Ability to work both independently, participate in an on-call rotation, and work collaboratively as a team player