



Vega is seeking to hire a skilled **Customer Success Engineer**. In a rapidly growing cloud startup, you have the opportunity to join an amazing team led by awesome founders, who have over a decade of experience. The ideal prospect is highly productive, fun, and thrives in a fast-paced startup environment.

Our Culture

Our number one goal at Vega is happy culture, happy people, happy clients. In addition, we are obsessed with helping businesses achieve greater security and optimization. We encourage creative problem solving, rapid innovation and bold goal-setting. Our relatively flat organization structure keeps everyone informed and enables people to get involved in solving the problems they care about most. We are a close-knit team moving fast to deliver value to our customers and continue pushing the envelope as we innovate for ease of cost savings & security in the public cloud.

Your Mission

- Manage day-to-day incidents and problem resolution.
- Actively identify incidents and manage the incident resolution process to provide service recovery.
- Ensure critical customer issues are addressed quickly and effectively by collaborating with internal teams.
- Manage and prioritize assigned portfolio of customers to ensure each customer is successful and satisfied.
- Create and maintain internal knowledge bases to assist other internal team members.
- Co-own and collaborate with Customer Success Managers and Data Scientists on each customer's overall lifecycle, including onboarding, cadence, expansion, and renewal.
- Work in close collaboration and partnership with Customer Success Managers and Data Scientists to deliver the best customer experience possible.
- Be a technical services expert for the Vega Cloud universe, owning data and tech questions on customer video calls and inbound technical customer support cases.
- Collaborate with the team to improve backend Customer Success processes on an ongoing basis.
- Plan and deploy Vega Cloud standard solutions to the company's hosting infrastructure.
- Plan and perform application maintenance and patch deployment, following standards and best practices.

- Adapt quickly to changing priorities and capable of operating in an ambiguous environment.
- Act as the liaison and customer advocate inside Vega Cloud.
- Advocate and evangelize the Vega Cloud product suite.
- Be an innovator in projects, processes, and ideas that help shape our young, fast-growing company.
- Occasional off hours / escalation work may be required.
- Equip stakeholders with the capabilities to effectively execute their digital strategy.
- Understand your client's objectives, define their implementation plan, and configure the Vega Cloud platform to satisfy their requirements.
- Configure alerts, dashboards, and reports to give clients real-time visibility to the performance of their digital platforms.

Requirments

- Team player with a positive attitude
- Bachelor Degree in Computer Science/Information Technology or equivalent.
- Minimum 3+ years' hands-on technical experience with:
 - Windows & Linux
 - Writing Kibana KQL & ElasticSearch queries
 - Writing complex SQL queries
 - Calling APIs programmatically
 - "Big Data" (Redshift, S3, etc.)
 - Cloud experience in AWS
 - Logfile exploration tooling (i.e. Kibana, Periscope, Graylog, etc.)
 - Python, JavaScript, or other modern scripting languages
- Understanding of development methodologies, version control, and configuration management.
- A fundamental understanding of IT service management and the ITIL business process.
- Past experience developing, implementing, or managing digital solutions.
- Experience in Professional Services, Customer Success, Sales Engineering, Solutions Consulting, or other client facing roles is preferred.
- Experience managing a higher volume of accounts while supporting and prioritizing customers based on needs and driving technical success.
- Great communicator (both written and verbal) and know how to tailor your message based on your audience. You can effortlessly explain complex technical topics to non-technical executives when needed, while also being able to speak in great technical detail to engineers.
- Understanding of Software as a Service.

- Strong project & time management skills. Must be able to multi-task while simultaneously juggling the needs of multiple clients.
- Possess a strong work ethic and team player mentality.
- Highly developed sense of integrity and commitment to customer satisfaction.
- Strong detail orientation and listening skills.
- Strong decision making and analytical abilities.
- Able to adapt quickly to changing priorities and capable of operating in an ambiguous environment.
- Logical approach and excellent problem-solving skills.
- Strong presentation skills.
- Strong account management, cross-group collaboration, and negotiation skills.
- Quickly develops rapport and credibility.

Please submit your resume to [**careers@vegacloud.io**](mailto:careers@vegacloud.io) with the title of the role you're seeking as the subject line.