



## JOB DESCRIPTION

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<b>JOB TITLE:</b>	Customer Success Engineer
<b>STATUS:</b>	Exempt
<b>REPORTS TO:</b>	Director of Customer Success

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### Job Summary

As the Customer Success Engineer, you will play a critical role in the successful deployment and support on Apana customer solutions. Utilizing a combination of technical skills and understanding of water consumption dynamics, you will help customers transform how they are monitoring and optimizing water utilization in industrial and commercial facilities. You will work closely with the Customer Success Management team to help configure analytics and complex technical settings of the Apana solution. You will also respond to inbound requests from customers and service provider partners seeking technical guidance and assistance to maximize their respective success. Further, you will develop a fluent understanding of the Apana IOT platform in order to monitor and report on its health and how the technology provides granular data recording for customers.

### Essential Job Functions

- Implement key Apana technical features and functionality across customer deployments to support their needs
- Comprehend complex analytics that determine reporting and alerting
- Configure new customer analytics, alerts, and user account settings
- Interpret water utilization charts to identify and diagnose water waste and consumption events for customers
- Troubleshoot issues that arise with the Apana solution through detailed comparison of data and other insights
- Respond to inbound questions from customers, service provider partners, and installers that need assistance with installing and using the Apana solution
- Perform technical training for customers and service provider partners, in-person or via web conference
- Diagnose IOT infrastructure health as needed
- Support sales technical needs as they arise

### Skills required:

- 2 to 5 years of support experience with technologies in a business to business industry
- Demonstrated experience working with complex systems such as analytics, detailed reporting, and data-driven enterprise systems
- Experience managing customer relationships via support systems such as ZenDesk, Zoho, SFDC ServiceCloud, etc.
- General understanding of IOT systems and SaaS software platforms
- Strong communication skills across email, phone, and text
- Understanding industrial and commercial facilities a plus
- Working understanding of trades workers and facilities management personnel ideal

**Special Requirement:** Incumbent will be subject to background check after job offer.

*The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including: work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.*

Apana Inc. is an Equal Employment Opportunity Employer. Competitive compensation based on experience including benefits.