



### **Job Title**

#### **Customer Success Engineer**

(alternate title: Technical Customer Success Executive)

### **Location**

US (Houston/Austin area or Chicago preferred, remote available)

### **About 3radical**

3radical is a consumer data acquisition and audience engagement solutions provider. We help organizations listen to their consumers and adapt experiences accordingly by giving them the ability to earn consented data directly from their audience, fostering humanized interactions through choice-driven journeys provided by 3radical's gamification software.

3radical operates globally through offices in North America, the UK and Asia Pac and serves major brands across a broad range of industries.

Learn more at [www.3radical.com](http://www.3radical.com)

### **The Role**

The Customer Success Engineer will support the 3radical team, our clients and their audiences in the use of our ground-breaking Voco platform and the experiences it powers. From there, the primary responsibility will be to perform the technical implementation and deployment of the product solutions for the customer to ensure we achieve success.

The ideal individual has a product background and is customer-service oriented.

### **Responsibilities**

The role includes:

- **Configure & Ship**
  - Project and implementation management of 3radical Voco platform to meet client requirements
  - Using the 3radical Voco platform to configure client experiences
  - Conducting end-to-end testing
  - Configuring and monitoring client experience activity reports
  - Creating and updating technical documentation related to client configurations
- **Post-Launch Support**
  - Support optimization of solutions, driven by our testing framework and future scope iterations
  - Act quickly to resolve any technical issues as concerns arise
  - Monitoring and responding to client queries through the service support desk
  - Identifying and making recommendations for improving client success
  - Identifying upsell opportunities for 3radical within brand clients and working to ensure these are realized

Overall – to ensure that clients and partners receive the highest level of service and success through their relationship with 3radical.

## **Skills and Experience**

- 3+ years in a customer-facing technical role working in either SaaS or marketing technology
- Demonstrable experience of working with senior marketing or sales stakeholders and delivering complex projects
- Excellent written and verbal communication skills with an eye for detail
- Experience using marketing technology (e.g. email marketing tools, marketing analytics tools, campaign management tools, social media publishing tools)
- Familiarity with reporting and analytics tools or databases (e.g. Quicksight, Alterian, FastStats, MySQL) would be beneficial
- Creative problem solving is in your DNA!
- Experience with SQL, HTML and CSS, a plus
- Product Design, UX, UI experience, a plus

## **Remuneration**

Remuneration will be commensurate with the successful candidate's qualifications and experience.

## **Working Hours**

Our core working hours are Monday to Friday 8am to 5pm, but flexibility is a must as working hours will change according to project and client demands. Project may be global in nature.

The ability to be "on call" from time-to-time is also required.

*3radical is proud to be an equal opportunity employer. We will not tolerate discrimination in employment, employment-related decisions, or in business dealings on the basis of race, color, ancestry, age, sex, sexual orientation, religion, disability, ethnicity, national origin, veteran status, marital status, pregnancy, or any other legally protected status. Please inform us if you need a reasonable accommodation because of a disability for any part of the employment process.*