Customer Success Engineer

Position Overview:

The Customer Success Engineer leads and assists customers in getting the most value out of Sonatype's product platform in the shortest period of time. This is a strategic role given the early nature of both the product and the market, requiring the ability to identify where customers face challenges and to work with Sonatype's product team to influence the evolution of the product portfolio.

This position will deal heavily with customer's build systems and development tools. Most importantly, we are looking for someone who knows how to integrate tooling into the software development lifecycle with a focus on automation.

Given that Sonatype is a subscription-based business, the viability of the business hinges greatly on our ability to expand and renew existing accounts. And, expansion and renewal directly correlate to the value that customers are able to realize with the product. The customer success team paves the path to this value.

Experience Requirements:

The role requires broad knowledge of modern software development life cycles and the tooling that development organizations use to build applications. Prior development expertise and experience with tools such as Hudson/Jenkins (CI Servers) and Eclipse and other IDEs is desirable.

It also requires the ability to work with such tooling in order to integrate Sonatype's specific solutions into customers' application life cycles. Experience with application security and licensing and helping build processes around both are a plus.

This is a customer-facing role and experience working closely with enterprise customers in consulting/education and related capacities is necessary. Travel is likely to be around 50% initially, with some international travel.