

IAR Systems, Customer Success Technical Specialist(CSTS) and Technical Support Engineer(TS)

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Company name

IAR Systems K.K.

Job description

If you would like to apply, please send your CV to: Admin.jp@iar.com

Role overview and goals

The Customer Success Technical Specialist(CSTS) will play a critical role in ensuring the satisfaction and success of our valued customers. Your primary responsibility is to serve as a dedicated advocate for our customers, guiding them through various aspects of their journey with our products/services.

This multifaceted role encompasses first-line case handling, licensing, customer onboarding, and online training sessions.

The Customer Success Technical Specialist is also part of the Account Teams function for the Large & Enterprise segment and will have named accounts assigned.

Technical Support Engineer(TS) will play a role in providing comprehensive support to our SUA customers to resolve their technical issues and to enable our customers to use our products in the best way possible.

Responsibilities

Customer Success Technical Specialist(CSTS)First Line Case Handling:

Serve as the first point of contact for customer inquiries, providing timely and accurate assistance.

Effectively manage and resolve customer issues, demonstrating a commitment to customer satisfaction. Inquiries include technical, licensing and compliance related issues.

Technical cases:

Handle first?line support cases.

Collaborate with support back?office functions for a timely resolution of customers' technical issues.

Take part in customer calls, when required, to support the engineer handling a case with one of the named accounts.

Compliance Cases:

Collaborate with internal teams to address compliance concerns and implement necessary solutions, ensuring that customer interactions align with regulatory requirements and our SLA.

Licensing Cases:

Manage cases related to licensing, ensuring that customers have the appropriate licenses and internal infrastructure for our products/services. Relevant information from cases is to be consolidated and brought into Account teams.

Customer Onboarding:

Facilitate smooth onboarding processes for new customers in the Large and Enterprise segment, guiding them through the initial setup and orientation. Work closely with sales, FAE and Customer Operations to ensure a seamless transition from sales to onboarding.

Account Teams

The Customer Success Technical Specialist is part of the Account Teams function for the Large & Enterprise segment and will have named accounts assigned.

The responsibilities of the Customer Success Technical Specialist within the Account Team are:

- Ensure that the customer is moved through the Onboarding phase seamlessly and can get started working efficiently with our solutions.
- Provide training sessions for customers to ensure a smooth onboarding process.
- Training (post?purchase and maintaining the customer, e.g new users etc...)
- Collaborate with customers to understand their existing systems and workflows.
- Provide guidance on configuring and implementing the solution (licensing).
- Offer ongoing support to address technical questions and concerns.
- Support the Account team in meetings and presentations, answering licensing and administrative concerns, post?sales technical questions and concerns.

Online Customer Training Sessions:

Plan, organize, and conduct online training sessions for customers to maximize their understanding of our products/services.

Tailor training sessions to meet the specific needs of individual customers, promoting a deeper level of product adoption.

Named accounts:

Act as the Customer Success point of Contact for enterprise and large accounts, ensuring their unique needs are met.

Build strong relationships with key stakeholders within these accounts, understanding their strategic objectives.

Customer Engagement:

Proactively engage with customers to understand their evolving needs and challenges.
Develop and nurture strong customer relationships to foster long-term loyalty and advocacy.

Documentation and Reporting:

Maintain comprehensive records of customer interactions, feedback, and resolutions.
Generate regular reports on customer success metrics and provide insights to the management team.

Technical Support Engineer(TS)

First Line Case Handling:

Main focus on handling the customer contact in First Line and technical investigations in Back Office.
Primarily via email but be confident to e-meet the customer when required.

Monitor support requests from IAR's customers to diagnose and help bring issues to a resolution and to fulfill the SUA by conducting error investigations, reporting bugs, creating, and delivering technical material and additional services provided to our customers.

Handle bug reports and feature requests as per the processes in place.

Maintain IAR global support system with up-to-date and accurate information, according to company process and policies, and monitor the project execution as assigned while always presenting a professional image.

Be a team player and participate in support activities while keeping a keen focus on customer satisfaction and quality of support.

Participate in Customer Success projects/tasks when required.

Develop and maintain IAR's Knowledge Base.

Assist the IAR Embedded Academy Cross functional team when required.

Requirements

- Have a bachelor's degree in a relevant field or equivalent work experience.
- Previous experience in a software development and/or a customer facing role.

- Experience in embedded software development for MCU / firmware development for MCU over 3 years
- Basic understanding of Integrate Development Environments for embedded microcontrollers
- Familiarity or willing to learn about core architectures (Arm and RISC?V)
- Familiarity or willing to learn about C/C++ programming, Real Time operating systems (RTOS)
- Basic Understanding or willing to learn about build systems (CI/CD) in conjunction with licensing systems and models (client,server e.t.c)
- Have excellent written and verbal communication skills so you can clearly explain solutions to customers and issues to the development team.
- Be an independent problem solver. You do not give up when you don't know the answer immediately and can work through problems creatively.
- Be a team player. You understand when it is necessary to consult with team members for assistance and to ask for help when needed.
- Be able to understand customer needs to be able to provide them with the right solution from IAR Solutions suite.
- Fluent in English and Japanese(Native)

Goals

First Response Time:

Achieve and maintain a first response time within [specified timeframe] for customer inquiries and cases.

Time to resolution:

Achieve and maintain a first response time within [specified timeframe] for customer inquiries and cases.

Customer Satisfaction (CSAT) Improvement:

Implement strategies to improve CSAT scores over the next quarter through proactive customer engagement and issue resolution.

Enhance Customer Satisfaction:

Achieve and maintain a high level of customer satisfaction by addressing inquiries promptly, resolving issues efficiently, and providing a positive overall experience.

Onboarding Efficiency:

Streamline the onboarding process to reduce time?to?value for customers resulting in a more efficient and positive onboarding experience.

Enterprise and Large Account Satisfaction:

Enhance satisfaction levels for enterprise and large accounts through personalized communication, addressing specific needs, and acting as a dedicated point of contact post?sales.

Customer Success Reporting:

Generate and present a quarterly report highlighting key customer activities and success metrics, insights, and recommendations for improvement to the account team.

Organization/relations

You will report to the Team Leader, Customer Success Technical Specialist (CSTS) and Technical Support Engineer (TS).
You also will be part of the Customer Success organization.

Within the company, the role primarily has these touchpoints for internal interactions:

- Customer Success teams
- Sales
- PM
- Marketing

Note: Any changes related to the duties will be shared with the employee with the goal of collaborating with the creation of new strategies to meet new needs in the company.

Email

Admin.jp@iar.com