



Ideate Software Customer Success Manager

About Ideate Software

Ideate Software is a certified member of the Autodesk Developer Network and is the software development unit of Ideate Incorporated with headquarters in California. Ideate Software develops data management tools that work in conjunction with Autodesk's Revit technology platform. The Ideate Software team prides itself on collaboration, which occurs mostly through virtual communication both internally and with our customers worldwide.

Summary of Responsibilities

The person in this role will report to Glynnis Patterson, Director of Software Development (based in NJ) and will closely collaborate, both in-person and online with the Ideate Software programming and sales teams. The primary responsibility is to expand the Ideate Software business through the cultivation and management of strategic AEC companies; both prospects and existing Ideate Software customers. This position is full-time and will also require occasional travel for tradeshow and to customer locations.

We are seeking an individual with the skills described below and who will be willing to work 8 hours per day during US business hours. The ideal candidate will be based in the Pacific Time Zone but all time zone candidates are encouraged to apply.

Required Skills

Job candidates need to be personable, hardworking, and creative thinkers. This position involves significant customer interaction as well as Building Information Model expertise. Job candidates must be able to work comfortably in a virtual team environment.

Technical Skill Requirements

- Strong knowledge of Revit or other Building Information Modeling software
- Professional experience as an architect or engineer
- Ability to communicate effectively both written and verbal skills
- Possess strong technical writing skills
- Command of Microsoft PPT, Word, and Excel
- Camtasia or other video production experience a plus.

Sales and Presentation Skill Requirements

- Excellence in customer service and verbal communication
- Build and maintain a social media presence via LinkedIn to support Ideate Software
- Online training and presentation expertise
- Ability to manage to project scope and timelines.

- Willingness to discuss the software value proposition to architects, engineers, and construction businesses.

Primary Responsibilities

The role of Customer Success Manager includes these primary areas of responsibility:

Activity	% time (monthly basis)	Notes
Pre-sales Account Management	15%	Customer engagements both online and in-person to discuss value of Ideate Software solutions from a business perspective.
Blogs & videos	15%	1 per month
Support	10%	Daily oversight into ISW support cases
Software Dev support & Research	10%	Connect Dev team with customer feedback and define software development specifications.
Prospect Events	15%	Road shows, AU, RTC, City Tour events, etc.
Post Sales Account Management	35%	Online webcasts and occasional on-site customer/prospect visits with key customers.

Estimated Travel

Travel will vary as road shows and unique events occur. Travel is expected to be no more than 15%.

Compensation

- Salary is based on experience and location and will range from US\$75,000 to US\$110,000
- After successful completion of 60-day goals this position also qualifies for participation in the monthly team bonuses which are dependent upon meeting monthly sales goals.

Interested parties should send a cover letter and CV to jobs@ideatesoftware.com.