



**YAKABOD**

## **CUSTOMER ADVOCATE/ENGAGEMENT LEAD**

**Job Title:** Customer Advocate/Engagement Lead

**Location:** Customer Site - Columbia Area

**Clearance:** Active TS/SCI with Full Scope Poly

**Job Type:** Full-Time

Yakabod is seeking a Customer Advocate/Engagement Leader: an entrepreneurial, self-motivated problem solver to provide vision, set goals, analyze needs, and define processes and architectures on departmental or modest enterprise solutions. You'll plan, execute, and deliver. You'll strive to understand your customer's needs and then communicate them effectively to the Application Factory Team. You'll be expected to contribute significantly to the success of your client – leading, following, and collaborating – discovering the unique opportunities present in your client's work and technology environment.

We're looking for the rare operations person who has a deep understanding of the need for secure collaboration and who is passionate about and an adept user of web-based productivity applications. Our Customer Advocates demonstrate significant experience in business operations, mission operations, technology consulting, or process re-engineering experience, while working side-by-side with our customers at their location.

### **Must Demonstrate Knowledge of:**

- Active TS/SCI Clearance
- Proven follow-through and ability to navigate complex cultural, political, and change-averse environments to drive user adoption
- Excellent collaboration and diplomacy skills—to credibly and comfortably interact with techies, early adopters, technophobes, senior executives, managers, stakeholders, work groups/user groups and more to gain buy-in and consensus on priorities
- Excellent verbal and written communications—to develop and deliver requirements, concepts of operations, use cases, demonstrations, and presentations to both one-to-one and in small groups
- Passion and patience— to assist and understand users needs while training them to adopt new technologies
- Skill in troubleshooting user issues and communicating them to the Application Factory Team at an application administrator level

*Interested candidates should send a resume and cover letter to [careers@yakabod.com](mailto:careers@yakabod.com)*

**YAKABOD IS AN EQUAL OPPORTUNITY EMPLOYER**

The Yakabox knowledge sharing system is used worldwide by professionals who are serious about security to capture, create and share stuff that matters (without plowing through stuff that doesn't).

Founded in 2001, Yakabod is headquartered in historic Frederick MD, just outside the Capitol beltway. Visit [www.yakabod.com](http://www.yakabod.com), email [careers@yakabod.com](mailto:careers@yakabod.com), or call 301.662.4554.



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We're looking for impact players that resonate with our core values of Grace, Integrity, Excellence, Passion, and Consistency, which are the main components of our work culture.

Yakabod offers competitive salaries along with employer paid benefits such as: health, dental life, short term disability, long term disability, 401k with employer match, profit sharing, Employee Stock options, flex-time, personal time off, company paid holidays, free downtown garage parking, \$1000 annual personal allowance, tuition reimbursement, adoption reimbursement, charitable contributions, and more!

### **Preferred Skills:**

- Deep understanding of the Intelligence Community (IC) mission
- Domain experience in some or many aspects of the IC mission operations (collection, analysis, reporting, information assurance, etc.)
- Systems engineering, business analyst, or project management skills

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