

Customer Success Engineer
Voltaiq
Brooklyn, NY or Berkeley, CA
www.voltaiq.com

“The battery is the technology of our time.” -The Economist

Powering applications from consumer electronics to the Internet of Things, electric vehicles, medical devices, aerospace, and grid energy storage, batteries enable our modern world. However battery performance remains the key bottleneck impeding broader adoption of these technologies. Voltaiq is transforming the battery industry, through software.

Voltaiq’s cloud-based Battery Intelligence software suite brings unprecedented data analytics, visualization, and predictive capabilities to any company making batteries or battery-powered products. Our software helps customers to accelerate product development and improve safety and reliability, ultimately turning battery performance into a competitive advantage.

Our SaaS platform is already in use at global consumer electronics companies, battery and capacitor manufacturers, startups, and university labs. With a rapidly growing customer base, we are looking for an extraordinary Customer Success Engineer to join us and help drive the next phase of Voltaiq’s expansion. You’ll be joining a small, high-powered team (currently 10) with significant potential to grow your role along with our company. This position can be filled at either our Brooklyn, NY or Berkeley, CA office to assist customers across the globe.

Job responsibilities:

- Learn customer engineering workflows and priorities, help customers achieve goals using Voltaiq software.
- Guide customers through onboarding, set up data pipelines and Voltaiq software configuration per customer requirements, train users.
- Pre- and post-sale technical support.
- Sales demonstrations and technical support.
- Contribute to product documentation and internal knowledge base.
- Contribute to software testing and validation.
- Help to build a repeatable and scalable customer success process at Voltaiq.
- Up to 25% travel to customer sites and tradeshows.

Qualifications:

- Bachelors or masters degree in Materials Science, Mechanical Engineering, Electrical Engineering, or a related field.
- Battery testing experience is a huge plus, some type of lab research experience is a must.
- Passion for energy, with a grasp of basic concepts (current, potential, energy, charge, power).
- Superior creative problem solving and general troubleshooting capability.
- Strong written and oral communication skills.
- Strong organization skills, with an ability to manage multiple incoming requests and drive projects to their successful completion.
- Desire and ability to thrive in loosely structured, high-demand startup environment.
- Basic Windows networking experience and programming experience in Python, Matlab, or similar are pluses, but not required.