

Customer Success Engineer

Opti, a part of [Aliaxis Next](#), is a leader in IoT cloud-based stormwater management, is seeking a full-time Customer Success Engineer to support a fast-growing company whose products help communities adapt to changing societal and environmental circumstances. Opti offers a hybrid work environment based upon trust and transparency. Office based activities are guided by 'office with a purpose' centered on teamwork requirements. At Opti, it's possible to 'design anywhere, build anywhere' given our company lives in the cloud! The Customer Success Engineer position is located in our Boston, MA headquarters.

Overview

At Opti, we are a passionate team of water experts and technologists driven to protect our communities, infrastructure, and the environment from the impacts of stormwater runoff. We believe the stormwater management challenges facing communities today require performance improvements, adaptive capacity, and operational transparency that digital approaches can deliver. Opti is the creator and leading provider of Continuous Monitoring and Adaptive Control (CMAC) solutions. Opti's software products provide solutions to multiple, often competing, stormwater objectives, providing customers with economic savings, resiliency and peace of mind since 2007.

The Customer Success Engineer helps customers adopt and use our software platform, making sure they have the configuration updates they need and providing remote support to our delivery partners - civil and environmental engineering firms and contractors - with on-site setup and maintenance. To apply for this position, please send your resume and cover letter to careers@optirtc.com.

Job Responsibilities

- Educate customers and improve customer experience, including use of our Web portal, hardware integrations with our Control Panel, and questions about our documentation and process.
- Develop and maintain business relationships with customers and maintenance partners
- Collect customer feedback and close feedback loops.
- Provide remote (phone or video conference) support for on-site hardware implementation, commissioning, onboarding, maintenance, and troubleshooting.
- Triage inbound support requests, solving issues directly and translating customer requests into requirements for escalation.
- Oversee and deliver O&M managed services contracts
- Learn how we expect every component in our Certified Hardware Program to function, what common failures look like, and how to set it up.

- Research warranty information and support RMA of hardware components including sensors, actuators, valves, pumps, control panels, solar panels, batteries, and antennas.
- Enhance our customers' site metadata with physical asset information as part of our ongoing initiative to catalog the hardware dependencies of all data we produce.
- Assist with setup and troubleshooting of customer integrations with our platform's public APIs: <https://optirtc.com/resources/apis>.

Basic Qualifications

- BS in Science or Engineering with 2-5 years of working experience or can show relevant experience to meet the requirements of the position.
- Effective communications skills including oral, written, and presentation media. You must be comfortable learning and explaining technical content and understanding common engineering plots such as time-series charts and histograms.
- Experience with basic web programming adequate to be familiar with common HTML and HTTP concepts.
- Strong organizational skills and attention to detail
- Ability to provide step-by-step instructions via phone or video conference to field personnel

Preferred Candidate Skills

- A background in water resources, environmental technology and/or software implementation
- Experience supporting stormwater operations and maintenance crews
- Experience with field sensors and serial protocols (e.g. Modbus, SDI-12) used in environmental monitoring
- Familiarity with programming languages, such as Javascript, R, C#, or Python
- Experience with IoT or SCADA devices