



JOB DESCRIPTION: Customer Success Manager (Technical)

REPORTS TO: Vice President, Customer Success

Location: Remote***

**** Located in the following geographical regions: Massachusetts, D.C./northern VA, Raleigh-Durham, Atlanta, United Kingdom*

Overview: *Headquartered in Santa Barbara, California, Anchore is a remote-friendly company with our team of Anchorenavts hailing from all over the United States, the United Kingdom and Europe.*

Guided by our core values of respect, openness, and ownership, we empower each other to continuously grow. We see diverse backgrounds and perspectives as a source of strength. We're passionate about protecting software supply chains by making it easier for developers and security teams to deliver secure cloud-native software. Together, we've built a platform and open source tools that help organizations secure the software they build without compromising velocity.

Join us in forging the future of software security. We're in search of driven and innovative professionals looking to push the limits of technology.

What you can expect to do be doing (job responsibilities)

You'll be expected to lead technical engagement with key customers; proactively managing customer relationships and working across teams internally and externally to guide the customer in their use of Anchore Enterprise. You will need to maintain an in-depth knowledge of the product and related technologies. You'll be responsible for identifying use-cases and solutions for adoption of Anchore Enterprise, as well as passing on best practice. You'll be expected to dive deep, working together with Customer Success Engineers, managing incidents and escalations and acting as the face of Anchore's Customer Success team. You'll be expected to take a high level of ownership in proactively managing the relationship with an assigned number of customer accounts, managing your time efficiently to meet personal and business goals. You'll also take responsibility for developing and maintaining documentation and training materials to help you scale impact with your customers. You may need to travel occasionally to meet with your assigned customers.

What you'll need to bring (minimum requirements)

- 5 years+ in a customer-facing role such as consulting or support.
- Significant practical experience in computer science, the information security domain or a related field.



- Strong understanding of fundamental security concepts and best practices (e.g. encryption, authentication, access control).
- Familiarity with vulnerability management (e.g. identification, remediation and reporting).
- Experience working with Linux-based web applications and APIs.
- Experience working with containers across one or more platforms (Docker, Kubernetes, Red Hat OpenShift etc.).
- Strong knowledge of software development lifecycle methodologies and practices, tools and continuous integration and continuous delivery pipelines.
- Proficiency in scripting languages (e.g. Python, Bash) for workflow automation
- Experience working with public cloud platforms (AWS, Azure, Google Cloud etc.).
- Experience debugging distributed systems.
- Relevant certifications from K8s, CISSP, OSCP, CSP Certs etc.

As an all-remote company, the expectation is that you will be a **visible, active** and **engaged presence** within the company and with its customers and open source users, and will attend the majority of video meetings with the camera and microphone turned on when such meetings are scheduled using the video conferencing software.

What we'd love to see (preferred qualifications)

- An ability to dive deep technically to diagnose customer issues, offer steps to resolve and if needed support the implementation of fixes and workarounds.
- Demonstrable obsession for the customer, working hard to earn and keep trust with attention to the customer experience.
- Track record of proactive ownership of tasks and experience in time management and prioritization.
- A proven history of self-development and proactive learning
- Track record of building solutions to solve complex problems
- Ability to gather customer feedback and identify areas for improvement
- Awareness of Software Supply Chain security

At Anchore, you can expect a challenging role within one of the fastest-growing startups in the hottest space in today's technology market. We are well-funded with a strong customer base. We offer very competitive salaries, industry-standard benefits (e.g. medical/dental/vision care, flexible vacation, etc), and stock-option grants.

As an Equal Opportunity Employer, we do not discriminate on the basis of color, national origin, religion, gender, age, veteran status, sexual orientation, marital status or disability. Anchore reserves the right to conduct a background check on applicants after a conditional offer of employment is made.

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