

Customer Success Manager

We are looking for a Customer Success Manager (m/f/d) to strengthen our team in Central Europe. Accompany and support our customers from the first technical co-design of the proposal over the test operation, up to the regular extension and enhancement of our provided software solution.

About us

In pursuit of our mission to revolutionize manufacturing, we transform data into knowledge.

We are an international data science company, specialized in self-learning systems and AI, for data analysis and state prediction in complex systems.

Founded in 2011 originating from the Karlsruhe Institute of Technology (KIT), we deal with the development and implementation of AI solutions from embedded devices to cloud applications at our location in Karlsruhe. Our strength lies in the development and application of tailor-made algorithms for processing sensor and machine data (Industry 4.0).

We always focus on resource-efficient development and seamless integration into existing control and monitoring software. Our successes can be found in a wide range of industries, from medical technology and aviation to building technology and energy supply to means of transport and, last but not least, mechanical engineering. Our customers range from micro-enterprises to large international industrial groups.

What can you expect?

We offer you varied and exciting projects in an international environment across a wide range of industries. Established in a financially stable and fast-growing company with a modern working environment, you will benefit from the advantages of a successful start-up, including the possibility of employee participation in the company's success.

Your Tasks:

- Support sales on technical details and feasibility inquiries during the presales phase
- Presentation of new features to existing customers (remote & on-site)
- Coordination of technical clarification in the quotation process
- Preparation of the technical content of offers
- Design, installation, commissioning and optimization of our sensor installations and edge server systems at customer sites in Central Europe, focus on DACH region



What do we expect?

- Several years of experience in the field of industrial cloud-software and/or software development services
- Strong technical understanding and knowledge of industrial and mechanical engineering
- Interest in sensor fusion algorithms (e.g. Kalman filter, UKF) and machine learning techniques (e.g. neural networks, deep learning, one-shot learning)
- Structured and solution-oriented working style
- Strong analytical skills
- Skill in explaining complex and/or abstract things and contexts in a way that is understandable even to non-experts
- Personal responsibility and reliability; living the guarantor role
- Flexibility and ability to work under pressure in dynamic day-to-day business
- Very good verbal and written communication skills in German and English language
- Understanding of agile software development processes is an advantage
- Experience as a key account for large corporations in the area of software solutions is an advantage

Your Benefits!

- Interesting and varied tasks, both in the implementation of industrial solutions and in exciting research topics
- Opportunity to actively participate in technically complex projects
- Scope for creativity in the defined area of responsibility
- Flat hierarchies and inter-divisional cooperation at eye level
- Development opportunities through independent work
- Diverse networking opportunities
- Attractive modern workplace in a growing company with excellent transportation links in Karlsruhe
- Modern working environment with the possibility to flexibly switch between home-office and attendance
- Free drinks in the office: water, tea, coffee

Application

We look forward to receiving your application via email at: career@knowtion.de

Please send your application directly to the managing directors:

Mr. Dr. Frederik Beutler, Mr. Vesa Klumpp and Mr. Dr. Thomas Kopfstedt

If you have any further questions, feel free to contact us by phone at: +49 721 486 995-10

