



## Post-Sales Solutions Architect

Remote (USA, Central or Eastern Time)

### Who are we?

m3ter upgrades the monetization capability of mid-size and enterprise B2B software companies. We achieve this by providing advanced metering & rating infrastructure that is needed to support complex pricing models, particularly those involving usage-based elements. We also automate quote-to-cash operations (and effectively unify the quote-to-cash stack) by enabling bi-directional data flows between the CRM, ERP, the BI stack, the product itself, and m3ter. The impact on our customers is transformative: it eliminates billing errors and revenue leakage; improves customer experiences; increases pricing flexibility that unblocks new product development; and enables Sales to offer the custom pricing needed to win and retain key accounts.

In the near future we will also launch advanced analytics features that inject intelligence into the quote-to-cash stack, particularly focused on making vendors more alert to usage patterns, and to help them improve the design of pricing so it is more impactful.

The origin of m3ter is rooted in our founders' deployment of usage-based pricing (UBP) at their previous startup, which was acquired by Amazon. Their subsequent experience at AWS further exposed them to the best-in-class tooling for UBP. To date, the business has secured over \$31.5 million in funding from top-tier VCs and is experiencing rapid growth.

m3ter is a 'remote-first' company. The product teams are based across Europe, with a centre of gravity in the UK. The customer-facing teams are based in the same timezones as our customers, and with the majority of customers being in the USA we are growing our North American team quickly.

### About the role

We are looking for a Post-Sales Solutions Architect to report to our Head of Customer Activation. This is a senior role in our broader Customer Success team.

The role is critical in ensuring customer satisfaction and retention while helping drive future revenue growth through strong relationships and seamless product experiences.

You will work directly with customers to drive the successful adoption and integration of m3ter. You will partner closely with our Sales team and Onboarding Engineers, providing technical expertise, guiding best practices, and ensuring customers achieve their usage-based pricing goals.

You will play an integral part in customer onboarding by leading deeper discovery of the solution post-sales and providing technical onboarding sessions to ensure successful platform setup and configuration aligned with customers' pricing strategies and goals.

You will be responsible for designing customer-specific solutions, including integration patterns, data workflows, and custom coding requirements. You will oversee the implementation of your designs carried out by the customer engineering team.

You will act as the primary technical resource for post-sales engagements, offering best practices for platform utilization and integration.

You will contribute to troubleshooting, collaborating with product, activation and engineering teams to resolve complex technical issues, escalating as necessary.

You will assist with customer enablement by conducting training sessions to upskill customer teams on m3ter's features and capabilities.

### **Who are you?**

You will have broad technical knowledge, programming skills, and a good understanding of API-driven systems and web architectures and integrations. A "builder" mentality that loves to tinker with technology is an asset.

Experience of the quote-to-cash stack and the associated tooling commonly used by mid-sized and enterprise companies (such as Salesforce for CRM, and NetSuite for ERP) is required. Note that m3ter is generally integrated with existing tooling to upgrade the monetization capability of the customer, rather than replacing them.

You will have specific experience of data infrastructure and/or billing operations. You will be knowledgeable about data flows and best design practices for enterprise SaaS platforms and will possess a solid understanding of data manipulation and management techniques.

You will be able to lead detailed post sales discovery sessions and leverage strong problem solving skills to identify detailed technical requirements.

You will be proficient in programming languages including Python and familiar with RESTful APIs. Experience with AWS Lambda for serverless application development and integration is desirable.

You have an exceptional ability to earn trust. You're an excellent communicator and are comfortable driving discussions with a wide range of customer personas from enterprise architects to developers regarding trade-offs, best practices, and risk mitigation. You're a great listener. You're organised and methodical. You have good judgment and know when to escalate issues. You are not afraid to push back when needed and are able to quickly detect and control scope creep. These attributes mean you earn trust easily with stakeholders of all kinds.

It's likely that you will have previously played a similar role as a Solution Engineer, Sales Engineer, Solutions Architect, Technical Account Manager, Consultant, Platform Engineer, Systems Engineer, or Cloud Architect.

The team will be supporting customers across all US time zones, so you're willing to work flexible hours until the team grows.

You are curious and interested to learn more about usage-based pricing, web-scale technology and cutting-edge data science. You are excited at the prospect of working with some of the most interesting SaaS providers in the world.

### **What's in it for you?**

Influence, trust, and impact inside a well-funded scale-up that's on a rocketship trajectory.

Working alongside other talented, experienced, and friendly folk who are keen to have impact too – great people to learn from and work with.

Competitive salary and meaningful stock options, and the freedom and flexibility of a 'remote first' organization.

**Closing Date:** 10th January 2025

*m<sup>3</sup>ter is committed to Equal Employment Opportunity through attracting and retaining a complementary team of employees and building an inclusive environment for all.*

*All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender perception or identity, national origin, age, marital status, protected veteran status, or disability status.*