



## Technical Account Manager

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 Technical Account Manager to report to the VP, Customer Success. This is a senior role in our broader Customer Success team.

You will own accounts with our larger customers, taking handover from our Activation teams at the point a customer successfully goes live. Your focus is on ensuring these customers remain happy and committed to m3ter, and proactively managing them towards better outcomes for both parties.

You will provide strategic and technical guidance to help customers review and optimize their usage of m3ter. This involves identifying/acknowledging current pain points and designing mitigations. It also involves proactive analysis of their environments and quote-to-cash architecture and proposing optimizations. It also involves deepening relationships within the customer and proactively identifying opportunities for m3ter to add more value, for example by extending our metering and rating services to additional product lines, or by using our advanced analytics features to inject more intelligence into their quote-to-cash stack.

This is not a Sales role, but rather a trusted advisor role. Where you identify opportunities to sell more product to the customer you will hand commercial conversations over to our Sales teams to avoid jeopardising your relationships of trust. Similarly, you will not be responsible for the commercial aspects of renewals. This is also explicitly not a Support

role, although you will work closely with our Support team to ensure the customer is being looked after effectively.

You will be able to gain credibility and build relationships of trust with all levels in a customer's organization, from technical experts to senior executives.

You will work closely with our Solutions Architects and will be able to provide advice on quote-to-cash architecture, support strategy, project management, and operational excellence.

You will lead retrospectives about any major service-impacting incidents, and also initiate discussions with the customer about mitigating risks around availability, resiliency, and scalability.

You will proactively root out opportunities for our customers to gain additional value from m3ter's services that are not currently utilised or are newly available.

You will help the customer develop their understanding and command of m3ter by running workshops, training sessions, creating training materials, and contributing to m3ter's knowledge base.

You will arrange and lead regular 'Quarterly Business Reviews' with the customer, which involves all key stakeholders on their side, and key resources from m3ter.

You will provide and communicate summaries of progress and performance of each customer back to m3ter's Customer Group and the broader executive team.

You will partner with Marketing in the development of customer case studies and references.

You will join the US Customer Success team at a foundational stage and have the chance to shape its direction and your own career path within it.

### **Who are you?**

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

Comfort with data infrastructure products is required. m3ter's core metering and rating product is best thought of as data infrastructure and you need to be able to speak credibly about how it works.

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 have an exceptional ability to earn trust. You're an excellent communicator, in both written and verbal form. You're a great listener. You're organised and methodical. You're honest about the limits of your understanding, and don't bluff or blag. You are high values, and authentic in representing the customer's best interests. You have good judgment and know when to escalate issues. These attributes mean you earn trust easily with stakeholders of all kinds.

It's likely that you will have previously played a role as a Technical Account Manager, Consultant, Solutions Architect, 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 and travel to accounts as needed 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.*