



Position: Technical Customer Success Specialist

We are searching for someone with excellent communication skills that has a background in enterprise IT. The main responsibility of this role would be to communicate with our new and existing customers, navigate their org structure to help our scientific champions unblock any IT bottlenecks.

Responsibilities include:

- Scheduling internal and external meetings for deployment logistics and resolving IT concerns.
- Troubleshoot and Set up of XR Hardware and PCs
- Deploy custom software within private clouds of enterprise customer firewalls

Requirements:

- Must Have:
 - Meticulous **attention to detail** in scheduling, coordinating, and facilitating meetings between external and internal IT personnel.
 - Understanding of “**customer ready**” communication: slides, emails, documents
 - Experience with IT troubleshooting and basic comfort with IT.
 - Experience with hardware procurement in enterprise/commercial settings
 - Ownership mentality - making sure everything going out to customer is our best work and ability to sound fire alarm internally when something isn't getting done
 - Willingness to work in flexible timezones (mainly North America East Coast & Central European timezones)
- Preferred:
 - Experience with on-premise/cloud software deployment in enterprise/commercial settings.
 - Experience navigating large pharmaceutical company hurdles
 - Customer support experience
 - XR hardware set up experience
 - Troubleshooting XR Hardware
 - Sales or account management experience

If interested, please send us your resume via email to jobs@nanome.ai

About Nanome:

Our virtual reality software for molecular modeling and simulation that allows users to manipulate molecular structures with their hands and collaborate with anyone in the world. Our users range from top pharma companies, biotechs, graduate-level research labs, to entry-level chemistry classes. We are an early stage, revenue-generating, VC backed startup that spun out from UC San Diego. We have previously built a blockchain-based platform for scientific collaboration and have a blockchain development division.

Location: 3655 Nobel Dr STE 270, San Diego, CA 92122

Commitment: Full time (Remote in east coast regions)