



400 COMMONWEALTH AVENUE, SUITE 2G  
BOSTON MA 02215  
1 (800) 497-0151

**OPEN POSITION** CUSTOMER SUCCESS MANAGER

**LOCATION** Boston, MA

## **BACKGROUND**

*MindStream Analytics is a leading consulting and managed services provider with a proven track record for helping leading global companies address their enterprise challenges, focused on delivering sustainable profitability and competitive advantage. Data is a new economic asset that is rapidly expanding and changing. You're challenged to figure out how to use it to your organization's advantage. We work collaboratively with our clients and bringing innovative strategies that enable organizations to gain competitive edge and win with data. We believe that the power of technology combined with best practices gives customers the ability to make fact-based decisions.*

*We are looking to grow our team of dedicated employees. Our team of experts is made up of analysts, BPM consultants, and industry leaders with over a decade of experience in areas such as, manufacturing, consumer products, telecommunications, healthcare, higher education, financial services, and energy to bring a powerful and unique value proposition to our clients.*

## **DESCRIPTION**

The Customer Success Manager will be responsible for ensuring the successful implementation and delivery of managed services to MindStream's strategic customer accounts. In this role, the CSM will oversee a team of on and off shore technical support resources tasked with providing Hyperion break/fix and administrative support. In this capacity, you will be responsible for ensuring that all in scope support requests are handled according to established service level agreements, procedures, and client expectations. In addition, this role will have the following responsibilities:

- Own overall relationship with assigned customer accounts, which include: Increasing adoption, ensuring retention, and exceeding customer expectations.
- Establish a trusted advisor relationship with each assigned client and drive continued value of our products and services.
- Coordinate with AppCare management team and support team to properly on-board new strategic AppCare managed services accounts. Ensure all business and technical requirements, documentation, and Service Level Agreements are properly reviewed, understood, and incorporated into the support team's operational procedures.
- Follow methodology for opening and logging tickets, responding to customers, and assessing follow up. Responsible for ensuring that critical support requests are escalated appropriately and all escalation and communication procedures are followed.

- Work to ensure on shore and off shore support teams are coordinating activities and knowledge appropriately.
- Resolve all cases and perform bug fixes, where applicable, or will escalate when necessary. Knows when to ask for help.
- Ensure that support hours are tracked, support documentation is completed, and all status reporting is completed per the cadence established by the client support agreement.
- Track support resolution results and trends to provide insight during monthly and quarterly status meetings.
- Work with support team to identify root cause of frequent support inquiries and make recommendations to development team and/or End User Help Desk on steps to change the system design or procedures to mitigate the problem.
- Work with your support team to maintain a technical knowledge base with current issues, tips and tricks, and FAQs.
- Work closely with product development and product management for resolution of escalated product problems and customer field issues. Capture Success Stories.

The individual will need to be technologically savvy and possess good process management and business operational experience. The candidate also must possess excellent communication skills in order to collaborate successfully with internal and external stakeholders and demonstrate a consistent attention to detail.

## QUALIFICATIONS

- Minimum of 3 years' experience in supporting large Hyperion environments with a dedicated support team (5 years or more preferred)
- Extensive experience with 11.1.2.x release of Hyperion suite of products (Planning, Essbase, HFM, FDM, etc.)
- Experience implementing and supporting one or more of the Hyperion data integration products (ODI, DRM, etc.)
- 5+ years implementation experience with one or more major Hyperion products
- Proven experience supporting Hyperion in heterogeneous environments (Windows/UNIX/Linux)
- Proven ability to articulate the Hyperion architecture and use that understanding to debug complex issues
- Experience working with Batch/Shell scripts
- Proven ability to interface with Oracle Support (opening/managing tickets, managing SR escalations, etc.)
- Experience administrating a major Help Desk software package, including implementing support workflows, SLAs, and escalation procedures



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- Proven ability to drive continuous value of Hyperion technology stack
- Familiarity working with large complex client environments, including multinational environments
- Impeccable written and verbal communication skills
- Strong MS Office experience (Excel, Word, PowerPoint)
- Experience using MS Project to manage projects
- Detail oriented and analytical
- Proven ability to manage teams of remote technical professionals
- Proven ability to mentor and grow support team members technical and business skills
- Thrives in a multi-tasking environment and can adjust priorities on-the-fly

## HOW TO APPLY

To apply, please submit an application to [ls Spencer@mindstreamanalytics.com](mailto:ls Spencer@mindstreamanalytics.com), with the subject "Applying for the position of Customer Success Manager."