

CA Technologies

Principal, Customer Experience Manager

Location: Albany, NY or New York, NY

Position Overview:

Principal, Customer Experience Manager

At CA Technologies, we put our customers at the center of everything we do. Our customer success organization exists to help our customers leverage our software to drive real outcomes and real results. We recognize that we succeed only when our customers succeed and we take steps every day to ensure that CA customers and partners derive maximum value from their technology investments in CA products and services.

As a Principal, Customer Experience Manager within our Global Customer Success organization, you will work directly with specifically-assigned public sector customers to ensure their success with CA Technologies solutions. You will orchestrate CA Technologies capabilities to deliver a positive and integrated customer experience to ensure our customers receive maximum business value from their investment with us as part of their operations.

Key responsibilities include:

- Drive customer adoption and success with CA Technologies solutions within a defined set of public sector customers.
- Proactively lead the planning and execution of Value Acceleration Programs including Technical Product Updates, Roadmap Sessions, and Technical Workshops.
- Build integrated account plans to ensure a positive post-sale customer experience and to maximize customer success with purchased solutions.
- Actively promote customer participation in CA Communities and use of available knowledge base and online support tools such as CA Support Online.
- Develop and maintain “trusted advisor/strategic partner” relationships with technical and managerial customer contacts.
- Maintain an active, visible, and impactful role through regular onsite customer engagements.
- Ensure proper use of Support processes, escalation procedures and tools.
- Actively engage in and lead remediation planning activities when required and ensure remediation/action plans are in place to address critical situations.
- Act as the customer's escalation point for business critical technical support issues.
- Understand the customer's organization, business priorities and overall technology landscape, with a specific focus on their use of CA Solutions, and how they deliver business value and achieve desired outcomes.
- Understand the customer's timeline and priorities for installing, upgrading and maintaining CA Technologies software.
- Ensure notification of major software releases and any end-of-service/end-of-life announcements are delivered appropriately to the customer and assist with upgrade planning to current releases.

Required Experience/Background:

- Previous experience or understanding of Federal or State/Local Government agencies; familiarity with regulations and policies that impact their business.
- Bachelor's degree or equivalent experience in a business or IT-related field.
- 10+ years of experience in the IT industry with a deep understanding of how customers use IT to deliver business value/outcomes.
- Broad understanding of industry trends and directions.
- Previous customer-facing experience with a large enterprise software vendor (preferred).
- Excellent written and oral communications skills; excellent presentation and public speaking skills.
- Strong executive presence.
- Ability to navigate across the organization to solve problems.
- Self-motivated and able to effectively manage customer activities without frequent supervision.
- Strong coaching and mentoring skills.
- Project management experience/discipline with the ability to multi-task under potentially stressful situations.
- Proficient/expert skills with Microsoft Office suite.

Location: Albany, NY or New York, NY

For more information, or to express your interest please contact:

Mary Ellen Macfarlane
Manager, Customer Success

One team. Your success. Every day.

CA Technologies | 750 Holiday Drive, 3rd Floor | Pittsburgh, PA 15220

Office: +1 412 494 1468 | Mobile: +1 412 420 7198 | MaryEllen.Macfarlane@ca.com