

Customer Success Manager

Full-time | Remote, based in Ireland | Infinite Built

About Infinite Built

Infinite Built brings CxAlloy and Built Insights to teams managing complex commissioning, QA/QC and project delivery workflows. CxAlloy is one of the original commissioning platforms in the US and has shaped how a lot of teams work for years. Today the platform supports teams across 35+ countries. Built Insights extends that data into reporting, analytics and portfolio visibility. There is a lot of legacy here, and a lot of new growth.

We are opening our European headquarters in Ireland. This is one of the first hires on the ground and we would be looking for someone that is able to work independently but also is able to coordinate with the other Customer Success Managers on a regular basis.

About the Role

We are looking for a technical Customer Success Manager based in Ireland to support enterprise clients across EMEA on CxAlloy and Built Insights. You will be the lead point of contact for clients in the region, leading implementation, training and ongoing support for commissioning, QA/QC and mission critical teams.

This is a technical role, not a generalist account management role. You will sit close to the engineering and commissioning work. You will also support sales with technical demos and presentations, sometimes to audiences of 50 or more at industry events.

What you will do

- Lead implementation, onboarding and training for enterprise clients initially on CxAlloy and expand into the Built Insights software as well.
- Run technical demos and presentations, from one to one sessions to groups of 50 plus.
- Support sales on technical conversations, scoping calls and prospect demos.
- Act as the day to day point of contact for clients across the region, from project teams in the field to senior owners and design consultants.
- Help clients connect commissioning workflows in CxAlloy with reporting and analytics in Built Insights.
- Work closely with the US and Canada teams. We are small, we share a lot, and the work moves quickly.
- Opportunity to assist with creating new training videos and online material to assist with software adoption and roll-out for teams.

What we are looking for

- Hands-on familiarity with CxAlloy is a fundamental requirement.
- Technical background in building commissioning, QA/QC, MEP or mission critical project delivery.
- Deep working knowledge of ASHRAE standards and commissioning workflows is a benefit but any knowledge in European Construction Standards would also be a benefit.
- Confident presenting to mixed audiences, including engineers, project teams and senior leadership.
- Comfortable working with large project teams across multiple levels of management.
- Experience supporting clients on software platforms used in construction, commissioning or QA/QC or familiarity with Autodesk and Procore is a plus.

- Someone who wants to be part of a small team rather than working in isolation, and who matches the pace of a product that is constantly evolving.
- Relevant commissioning or QA/QC certifications are a benefit but not required for this specific role.

Our team

We are a small team and we like working together. CxAlloy has been around long enough to have shaped how a lot of commissioning teams work. Built Insights is the next layer. The product, the company and the team are all evolving at the same time. Team cohesion matters to us. We are looking for someone who wants to build alongside us shaping the industry and the tools available.

Why this role matters

Infinite Built is opening its European HQ in Ireland. You will help shape how CxAlloy and Built Insights land in the region, working with teams delivering data centres, healthcare, post-secondary and other complex projects.

Location

Remote, based in Ireland. Occasional travel to client sites and industry events across Europe. Applicants must have the right to work in Ireland. This role does not include visa sponsorship.

How to apply

Send your CV and a short note to sales@infinitebuilt.com.