

Customer Success Manager

Full-time | Remote, USA, Ireland, Canada, or other | Infinite Built

About the role

We are looking for a technical Customer Success Manager to lead implementation, training and support for enterprise clients on CxAlloy and Built Insights. This is a technical role close to the commissioning work, not generalist account management, and you will also support sales with demos and presentations, sometimes to audiences of 50 or more.

What you will do

- Lead implementation, onboarding and training for enterprise clients, initially on CxAlloy and expanding into Built Insights.
- 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, 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 teams across the US, Canada and Ireland.
- Help create training videos and online material to support software adoption and rollout.

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.
- Working knowledge of ASHRAE standards and commissioning workflows is a benefit. Familiarity with European construction standards is also 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 construction, commissioning or QA/QC software, or familiarity with Autodesk and Procore, is a plus.
- Commissioning or QA/QC certifications are a benefit but not required.

Why this role matters

CxAlloy and Built Insights only deliver when teams adopt them. You will make that happen for clients delivering data centres, healthcare and other complex projects.

Travel

Occasional travel to industry events.

What We Do

Infinite Built is the exclusive distributor of CxAlloy and Built Insights. Software used by commissioning, QA/QC, and project delivery teams across complex buildings, data centres, and mission critical infrastructure.

CxAlloy manages the day-to-day commissioning workflow: issues, checklists, tests, equipment records, and project documentation in one place. Built Insights extends that data into portfolio analytics, reporting, and smarter project visibility.

CxAlloy has been around long enough to have shaped how a lot of commissioning teams work. The platform supports teams across 35+ countries. Built Insights is the next layer. The team is small, we like working together, and the work moves quickly.

Why You Should Work With Us

We are a small, remote-first team across the US, Canada, the UK, Europe and Ireland. You will work directly on the product, with real ownership and room to shape how we work. We want people who build alongside us, not in isolation.

Location

Remote, based in the USA, Ireland, Canada, or other. Applicants must have the right to work in the country they are based in. This role does not include visa sponsorship.

Some roles include occasional travel. Any travel is noted on the individual role.

How to apply

Apply through the link provided on each role or email sales@infinitebuilt with name, email and LinkedIn profile.