



Junior Customer Success Engineer

Experience level: Graduate to Junior (0-2 years)

Location: Pretoria, South Africa

Remuneration: R 25 000 to R 45 000 CTC

Company Overview

Kriterion is a Pretoria-based SaaS company at the cutting edge of predictive maintenance and intelligent condition monitoring. As a rapidly growing scale-up, Kriterion has proven its business model and is now focused on expanding our market presence and refining our operations to meet increasing demand.

True to our motto of *Empowers Teams. Optimises Machines*: we provide actionable AI-driven insights that empower the operational and maintenance teams at our clients to operate proactively. Our clients are those who take care of the heavy machinery and infrastructure that underpin our modern society. By applying AI insight to sensor-rich assets, we ensure that they remain healthy and perform optimally. We help reduce CO₂ emissions by making these assets perform efficiently through lean maintenance while mitigating downtime and extending their useful lives.

We achieve this by incorporating deep learning with engineering insights in a modern AI-centric framework. Our core product is Cerberus; a cloud-native predictive maintenance platform. Our client base is in the telecommunications and mining space, with 30 000+ assets in our portfolio.

Job Description

- Assist with Centre-of-Excellence engagements with existing telecommunications customers by understanding their maintenance and operational pain points.
 - Conduct operational audits and root cause analysis for Telecommunications, Data Centre and mining clients to identify maintenance inefficiencies and operational bottlenecks.
 - Understand our offerings and how they align with our clients' needs.
 - Facilitate telecommunications customer onboarding onto our products.
- Establish appropriate timelines for the onboarding of a dedicated technical support team for telecommunications.
- Contribute to the refinement and scaling of our operational processes as we expand our market presence.

- Work with our data team to identify and establish data-driven metrics which measure adoption and customer retention likelihood within telecommunications.
- Communicate customer requests with the AI and Web-stack teams to establish and plan resulting change or feature requests.
- Establish processes and procedures aimed at streamlining customer onboarding and adoption and work with our data and development teams to implement these features.
- Write and update client-product documentation.
- Enhance Kriterion's internal processes related to client onboarding, technical support, and client KPI management.
- General business development-related activities.

Scale-up Environment

- Join a high-calibre technical team where all of our employees hold a minimum of a 4-year Bachelor's degree in Engineering. With over 60% holding Master's degrees and 20% PhDs, you will engage in rigorous technical discourse and solve complex problems alongside subject matter experts.
- Opportunity to contribute to expanding operations and market share
- Balanced mix of established processes and innovative thinking
- Collaborative team with a focus on scaling efficiently
- Chance to make a significant impact in a rapidly growing company

Professional Attributes

- **Structured Problem Solver:** You naturally break down vague problems into component parts and actionable steps.
- **High-Performance Appetite:** You are eager to accelerate your career by working alongside a team of senior engineers and subject matter experts.
- **Client-Ready Communication:** You possess the maturity and communication skills to assist in client-facing engagements and present findings clearly.

Requirements

- A University, Bachelor of Engineering (B.Eng / B.Sc. Eng). Failing this requirement is an automatic disqualification.
- Basic programming and data analysis skills (Python/R/SQL)
- Excellent verbal and written communication

Benefits

- Flexible working hours
- Career growth opportunities in a rapidly expanding company
- Chance to contribute to significant company milestones and achievements
- Exposure to multiple aspects of a scaling business
- Market-related salary
- Opportunity for international travel

Please send your **CV** and **academic records** to careers@kriterion.ai with the subject line "Junior Customer Success Engineer".