



Technical and Executive Account Manager

Leagues and Federations • Remote

Who We Are

At StellarAlgo we are inspired and united around innovating the future of fan experiences. We are brought together by the belief that accessible and actionable data inspires the personalized and authentic experiences that create lifelong fans. Through a combination of embracing challenges, a belief that alignment enables autonomy and a committed team, we believe in empowering our players to achieve big things where it comes to solving interesting problems with data. In fact, our biggest investment is in you; we give you what you need to focus on your professional growth and career development, all while developing software that directly impacts our customers and their fans. We will challenge you and you will be surrounded by people equally committed to the company's success, allowing for constant collaboration.

The Role: Are you up for the challenge?

StellarAlgo is the leading customer cloud platform for live audience businesses. We're focused on growing and monetizing the world's most passionate digital audiences by recruiting high performers who know how to go for gold, work with their team, solve problems in real time, and speak up with creative ideas.

The **Technical Account Manager – Professional Leagues (TAM)** will work within our Leagues and Federations Business Unit to lead the engagement of our SaaS Product(s) for professional League customers. Their focus will be on meeting, refining and guiding delivery of joint value goals by leading & coordinating technical and business stakeholders both internally and externally. The TAM will be customer-facing, bold, experienced, and confident in both their engagement and our platform capabilities. They will rally internal and external stakeholders around a strong, tight, executable plan for the implementation and deliver subsequent value which can be created for the customer at each stage of delivery and beyond. We are looking for a leader ready for their next large challenge, bringing broad enterprise experience across a variety of disciplines including our customer-facing business areas, enabling business units, and technology. As a leader, they come to StellarAlgo with strong existing relationships across business, technical and legal stakeholders at the league office as well as with individual league property executives and operational leaders.

What You'll Do

- Understand how the customer operates from a business and technical perspective and identify gaps between their goals and the delivery, capabilities and operations of the platform
- Perform regular assessments to determine our client's technical and business requirements, make follow-up calls, and also provide extensive support to customers on how to get value from our products while also removing impediments and blockers internally and externally and assisting key client stakeholders in reporting up.
- Connect technical details to business and department operations across league office and individual league property stakeholders
- Ensure customers are successful by understanding what they're doing and what they want to be doing, and conveying meaningful analysis back to the delivery, engineering, product and support teams
- Ensure scope is clear and well managed across all stakeholders
- Work with and influence internal and external stakeholders to execute on deliverables and adoption
- Identify and mitigate risks with all internal and external stakeholders
- Identify impediments quickly and resolve rapidly across stakeholders to ensure timelines are met
- Lead stakeholder forums; leverage the forums to drive required decisions across internal functional stakeholder leaders and analyze data, summarize and track information, and create reports and presentations on program success, opportunities and risks.
- Monitor whether the platform is operating effectively, ensuring clients install tools correctly and are clear on how to get value from those tools, and check that all services are operational.
- Engage with key stakeholders on the League side including Business Operations, Project Management, IT and Security to identify tasks, dependencies and impediments.
- Communicate technical and solution architectural plans and get consensus on what the working solution will be, gap analysis and timelines for milestone achievement.
- Meet regularly with stakeholders to identify any risks or impediments that will impede the successful delivery and adoption of the project and develop joint mitigation plans that will keep the program on track to achieve its outcomes in the timeframe required.
- Report up to key internal stakeholders including the Business Unit Leader, CEO, CTO, CRO and COO on milestone progress, impediment removal and mitigation progress as well as any variance to plan or adoption challenges.

What We're Looking For

- A relentless desire to drive and “get things done”
- Capacity to rally internal and external stakeholders around achievable goals and timelines
- A passion for our customers and keeping them connected to our world-class platform and fan data infrastructure
- Demonstrated relationships at the league office level and individual property executive level
- Demonstrated experience or equivalent in a club development role at the league office and/or as a league liaison and influencer from an individual league property
- Demonstrated understanding of SDLC, data service architecture and project management frameworks
- Demonstrated ability to communicate project status updates to different audiences from Executive level to working level
- Demonstrated stakeholder facilitation skills, with specific experience in driving decision-making and problem-solving
- A drive to learn how things work and then look for ways that it can be done better
- Demonstrated ability to implement programs and drive change within a complex stakeholder environment
- Demonstrated enterprise program management experience with 3 or more years of experience and ownership of at least 2 large enterprise projects
- Demonstrated experience in Enterprise Solution Architecture and/or Solution Ownership of Enterprise B2B solutions or software products as well as 2 or more years in a technical role including at least one of data engineering, data architecture, software development or development management.
- Bachelor’s degree or post-secondary diploma in Business, Computer Science, or Engineering, or equivalent education and/or project management experience

Great Additions:

- Strong knowledge of StellarAlgo, KORE, 601a and League infrastructure and platforms
- Strong working knowledge of the StellarAlgo platforms, processes and architecture
- Strong business acumen, analytical and problem-solving skills

Who You Are

You’re a do-er with a relentless desire to drive and ‘get things done’. You have great interpersonal skills and can communicate, collaborate, and engage with both technical and business stakeholders from individual contributors to C-Suite. You have a natural ability to form strong working relationships with internal and external partners and transform complicated and challenging opportunities into clear and simple solutions. You are highly motivated, creative, and self-sufficient with the ability to work

successfully under pressure. When asked what your superpower is, those you work with would say it's your incredible communication and relationship building skills and your ability to rally internal and external stakeholders around achievable goals and timelines. Lastly, you're innately curious and driven to learn about how things work and then looking for ways they can be done better!

The data is clear – diverse teams are not only the right way to go, they're the profitable way to go. StellarAlgo is an equal opportunity employer that prioritizes creating an inclusive work environment for our team. We focus on hiring candidates with unique perspectives and opinions that improve our ability to apply creative solutions to complex problems.