



Customer Success Engineer

ABOUT SPEKTRUM LABS

Most companies rely on audits and self-reported claims to show they're secure. It's slow, outdated, and hard to trust.

We replace that with continuous, real-time proof. Our platform uses AI and cryptography to validate security controls and issue Cyber Resilience Tokens™- tamper-proof evidence that systems are actually working as intended. Tokens are then used to automate third party trust use cases such as insurability and compliance through our Spektrum Network™ partners.

We launched out of stealth with the first platform designed to deliver immutable, cryptographic proof of cyber resilience, and have raised \$10M to bring it to market. [Read more ↗](#)

Today, our technology connects fragmented security, backup, and insurance systems, turning scattered signals into a single, verifiable source of truth.

[Read more ↗](#)

We're bringing cybersecurity, compliance, and insurance into one system, helping companies reduce risk, lower insurance costs, and move faster with confidence. [Read more ↗](#)

We're a small, high-caliber team solving hard problems with real-world impact. If that's your kind of work, we should talk.

TECHNICALLY, WE OPERATE AT THE INTERSECTION OF:

- Agentic AI systems for continuous control validation and orchestration
- Applied cryptography including zero-knowledge and proof-based architectures
- Distributed systems design for generating and verifying tamper-resistant records at scale



The Role

We're looking for a Customer Success Engineer to own the technical relationship with our customers from onboarding through ongoing adoption and expansion.

This is a customer-facing technical role focused on onboarding, implementation, and ongoing customer success. You'll help customers connect their security environment to Spektrum, troubleshoot technical issues, and make sure they continue getting value from the platform.

You'll own onboarding from kickoff through first successful proof, then serve as a trusted technical partner as customers expand their use of Spektrum. You'll work closely with Customer Success, Sales, Product, and Engineering along the way.

This role is a strong fit for someone who enjoys being both technical and customer-facing, and is equally comfortable solving an integration issue, managing an implementation, or explaining a technical concept to a security leader.



What you'll do:

- Own new customer onboarding from kickoff through successful implementation and initial value.
- Build and manage onboarding plans, timelines, dependencies, and customer responsibilities.
- Help customers connect their security technologies and safeguards to the Spektrum platform, including identity, endpoint, email security, backup, cloud security, MDR, and other systems.
- Guide customer administrators through integrations, authentication, permissions, credentials, and configuration requirements.
- Clearly explain what our integrations access, why permissions are required, and what data moves between systems.
- Identify integration gaps or technical blockers early and help determine the right path forward.
- Serve as the primary technical point of contact for your customers after onboarding.
- Troubleshoot integration issues, authentication failures, API changes, rotated credentials, and other technical problems.
- Reproduce customer issues and work with Engineering when escalation is needed, providing enough context for the team to act quickly.
- Monitor integration and validation health across your customer base and proactively address issues before they become customer problems.
- Lead regular customer check-ins and business reviews focused on what is working, what needs attention, and where additional value can be created.
- Help customers respond to evidence requests from auditors, insurers, brokers, and third-party risk teams.
- Partner closely with Sales on technical expansion opportunities. You won't carry a sales quota, but you'll help customers understand where additional integrations, safeguards, or use cases could create value.
- Lead technical demos and deeper product conversations as customers expand.
- Capture recurring questions and solutions in runbooks, documentation, and knowledge-base content.
- Bring customer feedback, integration gaps, and recurring patterns back to Product and Engineering to help shape priorities.
- Help continuously improve our onboarding and customer success processes as we scale.



WHO YOU ARE

You're someone who likes solving technical problems, but you also genuinely enjoy working with customers. You can dig into a customer issue without losing sight of the person on the other side who just wants the problem solved.

You'll likely have:

- Experience in cybersecurity is strongly preferred. Familiarity with identity providers, endpoint security, MDR, email security, backup and recovery, cloud security, GRC, or similar technologies will help you get up to speed quickly..
- 3–6 years of experience in a customer-facing technical role, such as Customer Success Engineering, Solutions Engineering, Technical Account Management, Implementation, Professional Services, or technical post-sales support.
- Strong project management instincts. You can run multiple customer implementations at once, keep dependencies moving, communicate delays early, and make sure nothing quietly falls through the cracks.
- Enough technical depth to comfortably read API documentation, understand OAuth, API keys and service accounts, troubleshoot authentication failures, work with JSON, and communicate effectively with security and IT teams.
- Strong communication skills. You can work effectively with everyone from a hands-on administrator or security engineer to a CISO or executive stakeholder.
- The ability to explain technical concepts simply and clearly without overpromising what the product can do.
- A strong bias toward accuracy, transparency, and follow-through.
- Comfort taking ownership without waiting for someone to tell you the next step.
- The ability to operate effectively in a startup where priorities evolve and some of the playbook is still being written.



OUR TECHNOLOGY

Spektrum is a cloud-based platform that integrates data from across a customer's security environment and uses that data to continuously evaluate cyber resilience. This role will work across our application architecture, data and integration layers, cloud infrastructure, and newer areas of the product as we continue to evolve the platform.

We care less about whether you've worked with every tool in our stack and more about whether you have strong fundamentals, can get up to speed quickly, and know how to make a growing system better. Experience with modern backend development, cloud-native systems, APIs and integrations, data-intensive applications, and AI-enabled products is useful, but we're not looking for a checklist match.

WHAT SUCCESS LOOKS LIKE

In your first few months, you'll become deeply familiar with Spektrum, our integrations, and how customers use the platform to prove their cyber resilience.

Over time, we'd expect you to:

- Independently own customer onboardings from kickoff through successful implementation.
- Reduce the time between a signed contract and a customer receiving meaningful value from Spektrum.
- Maintain strong integration and validation health across your customer base.
- Build trusted relationships with customer security and technology teams.
- Identify renewal risks early and help address them before they become larger problems.
- Help customers expand their use of Spektrum based on real technical and business needs.
- Provide Engineering with clear, actionable escalations when technical issues arise.
- Create reusable documentation and processes that make each future implementation easier.
- Bring meaningful customer patterns back into the company so Product and Engineering can make better decisions.

The ultimate measure of success is straightforward: customers are successfully using Spektrum, seeing continued value from it, and choosing to stay and grow with us. The internal specification similarly emphasizes onboarding speed, integration coverage and health, retention, expansion, escalation quality, and reusable customer resources as the primary measures for the role.



You'll thrive here if:

- You like being the person customers trust when something is complicated.
- You're technical enough to troubleshoot a problem yourself, but you also know when and how to bring in Engineering.
- You enjoy taking something ambiguous and turning it into a clear plan.
- You communicate early when something isn't going according to plan rather than hoping it fixes itself.
- You care deeply about the accuracy of what you tell customers.
- You're comfortable saying, "We don't support that yet," and then helping figure out the best path forward.
- You like improving processes instead of repeatedly working around the same problems.
- And when you see a customer who could be getting more value from the product, you naturally want to help them get there.

Why Spektrum?

You'll join Spektrum at a stage where your work will directly shape both our customer experience and how we scale the company. You'll have meaningful ownership of customer relationships, work closely with Sales, Product, and Engineering, and have the opportunity to help define how Customer Success operates as we grow.

Most importantly, you won't simply be helping customers use another software platform. You'll be helping them understand and prove whether the security systems they depend on are actually working.

That makes the work technically interesting, commercially important, and directly connected to the value Spektrum provides.

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