

Costa Rica Jobs Expertini®

Lead, Technical Account Manager

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Company: SentinelOne

Location: Costa Rica

Category: arts-design-entertainment-sports-and-media

About Us:

SentinelOne is defining the future of cybersecurity through our XDR platform that automatically prevents, detects, and responds to threats in real-time. Singularity XDR ingests data and leverages our patented AI models to deliver autonomous protection. With SentinelOne, organizations gain full transparency into everything happening across the network at machine speed – to defeat every attack, at every stage of the threat lifecycle. We are a values-driven team where names are known, results are rewarded, and friendships are formed. Trust, accountability, relentlessness, ingenuity, and OneSentinel define the pillars of our collaborative and unified global culture. We're looking for people that will drive team success and collaboration across SentinelOne. If you're enthusiastic about innovative approaches to problem-solving, we would love to speak with you about joining our team!

*****Candidate must reside in Costa Rica*****

What are we looking for?

Experience with host base (endpoint agent) security solutions is preferred

Multi OS support experience: Windows, Mac & Linux (mobile platforms - an advantage)

Training delivery experience - Required

MongoDB experience preferred, any previous DB (queries and basic programming) acceptable

Previous scripting experience. At minimum a working knowledge of Python, PHP, and Unix

shell scripts

What will you do?

Directly manage a team of 5+ Technical Account Managers

Weekly 1x1 with each team member

Productive collaboration with CSM, PM and other related departments

Team members are proactive and accountable: lead weekly meetings, promote workshops (Virtual/on-site), communicate issues relevant to customers' environment, educate on new releases, identify needs and act to address

Monitor Team Bandwidth and Forecast required HC needs

Proactively track and drive TAM SKU renewal

Efficient resource management to deliver all assignments

Coach engineers with best practices to improve efficiency and professionalism

Identify and address knowledge & skills gaps

Monitor quality KPIs to address concerns quickly and effectively

Mentor engineers with managerial potential

Be engaged with your assigned customers and build rapport with them

Deliver Performance Improvement Plan to low performers

Ownership on assigned special project

What skills and knowledge you should bring?

Leadership and authority

Mentoring and coaching

Effective delegation

Empathy

Driving execution

Calm and representative

Flexible and open mindset

Team KPIs

Operational Management

Team Development

SentinelOne is proud to be an Equal Employment Opportunity and Affirmative Action employer. We do not discriminate based upon race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.

SentinelOne participates in the E-Verify Program for all U.S. based roles.

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