



Technical Customer Success manager

Full Time – In Office – Irvine, CA

Job Description

Steg.AI is looking for a highly motivated Technical Customer Success Manager to support customers who require dedicated, high-touch engagement during the most critical stage of the customer lifecycle. You will lead onboarding, accelerate time to value, and establish a strong foundation for long-term growth and retention.

Working closely with Business Development and Engineering, you will guide customers through discovery, planning, and technical integrations, ensuring they feel supported, prepared, and confident from the start of their journey with Steg.AI. You will leverage your technical expertise to troubleshoot issues, provide practical solutions, and clearly communicate technical concepts to both technical and non-technical audiences.

This role requires travel for conferences, customer meetings, and industry events.

About Steg

Steg.AI's mission is to protect and authenticate digital media. We do it by creating software that uses machine learning to watermark digital media. Our watermarks are invisible to humans, but detectable by our proprietary algorithms. Founded in 2019, Steg.AI is a National Science Foundation (NSF) and investor-funded startup based in Orange County, California. We service customers across many industries such as consumer electronics, media & entertainment, and government.

Scope of Responsibility:

- Lead onboarding and adoption of Steg.AI with enterprise customers.
- Help customers effectively leverage Steg.AI to achieve their content security goals.
- Build strong customer relationships and maximize customer retention.
- Lead regular customer meetings to ensure ongoing support and customer satisfaction.
- Identify patterns impacting customer experience and usage.
- Communicate customer requirements to the engineering team to co-craft technical action items.
- Represent Steg.AI at conferences, customer sites, and industry events.

Qualifications:

- 4+ years in customer success, support, or similar role.
- Comfortable explaining technical concepts to technical and non-technical audiences.

To apply, send your resume/cv to careers@steg.ai

- Understands APIs, integrations, authentication flows, and data mapping. Can quickly learn new technical concepts.
- Strong collaboration, communication, and organizational skills.
- Thrives in a fast-paced, early-stage startup environment.