

WORK VAPOR

Job Link: <https://workvapor.com/jobs/technical-account-manager-customer-success-70-80-travel-150000-stock-options/>

HIRING ORGANIZATION

Flock Safety

EMPLOYMENT TYPE

Full-time, Part-time

JOB LOCATION

US

? Remote work from: US

DATE POSTED

? 02/13/2026

TECHNICAL ACCOUNT MANAGER, CUSTOMER SUCCESS

BASE SALARY

USD 145000 - USD 150000

DESCRIPTION

Company: Flock Safety

Position: Technical Account Manager

Industry: Public Safety Technology / SaaS

Location: United States (Fully Remote – 70–80% Travel Required)

Employment Type: Full-Time

Salary: \$150,000 Base + Equity (Stock Options)

Department: Customer Success

Email: recruiting@flocksafety.com

Role Overview:

- Serve as primary technical point of contact for Safe City agency admins, analysts, and training leads
- Accelerate product adoption and improve time-to-value for assigned accounts
- Bridge Customer Success, Product, Engineering, and Support teams
- Act as internal product expert supporting CSMs and escalations

Customer Support & Troubleshooting:

- Triage and resolve technical inquiries or escalate to Support/Engineering/Product
- Provide ongoing admin-level support to assigned accounts
- Maintain strong technical guidance and customer satisfaction

Training & Enablement:

- Deliver virtual and onsite onboarding and refresher trainings
- Execute “Train the Trainer” programs for agencies
- Communicate product updates and feature enhancements
- Develop and maintain customer-facing enablement resources

Internal SME & Cross-Functional Collaboration:

- Support CSMs with workflow and product expertise
- Align with Product and PMM on roadmap and release updates
- Document customer pain points and advocate for improvements
- Assist in testing and rollout of new features

90-Day Performance Focus:

- Train multiple agencies and update onboarding materials
- Publish troubleshooting workflows and customer resources
- Host internal train-back sessions and build training calendars
- Analyze ticket trends and lead feature rollout sessions

Required Qualifications:

- Strong technical troubleshooting and customer-facing experience
- Ability to manage complex stakeholder relationships
- Excellent communication and training delivery skills
- Comfortable with high travel requirements (70–80%)

Work Requirement:

- Must obtain and maintain CJIS certification
- Subject to FBI fingerprint-based background check

Benefits & Perks:

- Flexible PTO + 11 company holidays
- 100% paid health benefits (Medical, Dental, Vision) + HSA match
- 12 weeks paid parental leave (+ additional recovery time for birthing parents)
- \$50,000 lifetime fertility/adoption benefit (via Maven)
- Mental health support via Spring Health
- Caregiver support through Cariloop
- 401(k) planning & Carta equity tax advisory sessions
- \$150/month WFH stipend
- \$750 one-time home office stipend
- \$300 annual productivity stipend

How to Apply

Apply through the official Flock Safety careers page. All legitimate communication will come from an email ending in @flocksafety.com. For accommodation requests, contact recruiting@flocksafety.com