

Job Description: Gainsight Administrator



Your Purpose

Gainsight Administrators play a crucial role in driving value for customers across the lifecycle, thanks to the workflows they configure as a member of the Customer Success Operations team.

Gainsight Administrators collaborate with cross-functional business teams to develop customer success strategies and craft the associated business requirements. They translate these requirements into technical designs that they implement in Gainsight and, at times, integrated systems such as CRMs like Salesforce, while adhering to systems administration best practices.

Gainsight Administrators then train team members and business partners to use the workflows they've set up, teach users best practices, ensure successful technical deployments on a recurring basis, and engage in daily problem solving to ensure the team can use the system productively. Altogether, they create and manage scalable processes and solutions on the Gainsight platform to support business goals.

A Gainsight Administrator position may be one component of a broader Customer Success Operations role, or it may be a full-time position.

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What You'll Do

Day-to-day responsibilities fall into three categories:

Solution Design

- Configure, deploy, and administer the Gainsight platform (system configuration, reports, dashboards, end-to-end workflows, systems integrations)
- Collaborate with cross-functional end users to gather business requirements that impact Gainsight and the CRM, and configure the system to meet those needs (partnering with other operations teams as needed)
- Collaborate with internal teams to identify key metrics, data sources, and the frequency and granularity of data feeds

Business Processes

- Develop new business processes in partnership with Customer Success leadership and cross-functional teams
- Manage the rollout of processes, including thoughtful timing
- Design business rules that analyze customer data and trigger actions for the Customer Success team to engage with customers
- Help users to develop an understanding of contributors to customer health, sources of customer risk/churn, and positive trends
- Manage mapping and documentation of customer success processes

Upkeep and Support

- Manage day-to-day support of Gainsight users, including fielding questions, ad-hoc customizations, design and implementation of core functionality, workflow adjustments, and user administration, security, and permissions
- Monitor system performance, data integrity, and user activity and suggestions to make recommendations, thus establishing a process of continuous improvement of the Gainsight platform
- Maintain expertise in Gainsight and other relevant software by staying up to date on new features, trends, and related technologies
- Identify opportunities for improvement of existing tools and processes, including adopting new features in each Gainsight major release

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What You'll Bring

Required Experience & Skills

- Bachelor's degree, or equivalent experience in a relevant field (e.g., customer success, operations, business analysis, data analytics, database administration, computer science, data analytics)
- Experience as end-user of a CRM, customer support system, or marketing automation system
- Demonstrated rapid, self-driven, experiment-driven learning of unfamiliar systems/software
- Experience working in customer success, or equivalent understanding of key customer success principles
- Demonstrated project management, business analysis, and problem-solving
- Experience working in cross-functional teams
- Self-starter, demonstrating leadership of owned projects
- Excellent written and verbal communication and presentation skills
- Strategic thinking and prioritization
- Problem solver with a systems mindset

Preferred Additional Experience & Skills

- Gainsight experience as end-user
- Gainsight administration experience, or Gainsight Associate Administrator (Level 1) Certification
- CRM administration experience or certification
- Customer-facing experience, especially as a Customer Success Manager
- Experience interacting with senior leadership and managers
- Experience in operations for customer success, sales, support, services, or marketing
- Experience in data analysis, business intelligence, and design of reports and dashboards
- Understanding of data structures, data modeling, and database management