

Vice President of Customer Success

About nPower Technologies

nPower Technologies is a manufacturing technology company specializing in Advanced Production Scheduling (APS) software for additive manufacturing environments. Our solutions help manufacturers improve scheduling accuracy, increase production efficiency, and optimize shop floor operations through intelligent, ERP-agnostic software designed for complex manufacturing processes. We serve customers across industries including aerospace, medical, defense, and industrial manufacturing.

About the Role

nPower Technologies LLC is seeking an experienced and customer-focused Vice President of Customer Success to lead implementation, technical support, and long-term customer satisfaction initiatives for our APS software platform.

This executive leadership role is responsible for ensuring successful customer outcomes throughout the entire customer lifecycle — from pre-sales technical support and implementation through post-sales support and account success. The ideal candidate will have deep experience in enterprise manufacturing software environments and a proven track record of leading technical teams and software implementations.

The Vice President of Customer Success will report directly to the CEO.

Key Responsibilities

- Lead all customer success operations for nPower's APS software solutions
- Oversee software implementation projects from kickoff through go-live
- Manage pre-sales technical demonstrations and customer solution support
- Direct post-sales customer support and issue resolution
- Build and maintain strong long-term customer relationships
- Lead and mentor technical implementation and support teams
- Develop processes to improve customer satisfaction, retention, and adoption
- Collaborate with sales, product development, and executive leadership teams
- Ensure customers achieve measurable operational improvements using nPower solutions

Qualifications

- Minimum 10 years of experience implementing enterprise manufacturing software solutions
- Proven leadership experience managing technical or customer success teams
- Background working with one or more of the following software types:
 - ERP (Enterprise Resource Planning)
 - MES (Manufacturing Execution Systems)
 - APS (Advanced Production Scheduling)
 - PLM (Product Lifecycle Management)
 - CNC Machine Monitoring Software
- Strong understanding of manufacturing operations and production environments
- Excellent communication, project management, and problem-solving skills
- Ability to manage multiple customer projects and priorities simultaneously
- Bachelor's degree preferred

Compensation & Benefits

nPower Technologies LLC offers:

- Competitive base salary
- Performance-based bonus plan
- Competitive health benefits
- Incentive stock options
- Opportunity to help shape the future of a growing technology company

How to Apply

Candidates interested in this opportunity may apply by contacting:

John Backus, CFO

jbackus@npowertech.com