



TECHNICAL CLIENT SERVICES MANAGER

EXTERNAL INFORMATION:

LOCATION: Las Vegas

TYPE: Full-Time Position

REPORTS TO: Client Services Director

DIRECT REPORTS: None

IN-DIRECT REPORTS: None

COMPANY PROFILE:

GAN is a global supplier of industry leading casino content, fast flexible gaming systems and turnkey social gaming. The company was founded in 2002 with the aim of capturing the emerging online skill-games market. Having led the market in backgammon and regional skill games in Italy and Spain, we broadened our product portfolio to offer a full gaming software system as well as becoming a leading developer of online casino games.

GAN Plc is a publicly traded company, listed on the London Stock Exchange in November 2013, giving us a solid foundation from which to exploit the emerging opportunities within both real money and simulated gaming. The company is a global SaaS provider of internet betting solutions for the casino industry. The Company owns and operates GameSTACK™, a proprietary enterprise software system licensed to casino operators. GameSTACK™ is a turnkey technology solution for legal real-money internet casino games, online sports betting and virtual Simulated Gaming.

GAN's flagship clients are market leading casino operations and best-in-class content development houses. GAN's Simulated Gaming social casino partners include WinStar World Casino, Turning Stone Online Casino, Twin River, Maryland Live! Station Casinos, JACK Entertainment Social Gaming, The Lady Luck Interactive, The Borgata Hotel Casino & Spa, San Manuel Indian Bingo and Casino, Empire City Casino, and Parx Casino.

The company has strategically positioned itself in the US as a pioneer in this emerging regulated market. In New Jersey, we have partnered with FanDuel to provide a real-money online gaming site since November 2013. We've also launched an Ocean Resort Casino in July 2018.

We have offices in the UK (London), US (California, Nevada, & New Jersey), Israel (Tel Aviv), and Bulgaria (Sofia) and we pride ourselves on the many industry awards we have picked up along the way – latterly for Casino Platform of the Year at the North America EGR awards in San Francisco.

TEAM OVERVIEW:

The Client Services Team members are located out of both the New Jersey and Las Vegas GAN offices and covers all Client Services and Account Management aspects for GAN. The Client Service Team is responsible for providing internal and external customers effective working relationships for client stakeholders, including Commercial, Product, Software Delivery, Marketing, BI, IT Support, Finance, and Customer Services teams. The Client Services Team is responsible for end to end oversight of the Simulated and Real Money Gaming for all Customers.



JOB PURPOSE:

The Technical Client Services Manager's primary role will be in support of the Client Services team by liaising with internal and external stakeholders on a myriad of day to day of items. The role incorporates elements of Account Management, Technical Support, Project Management, and Administration. The role purpose will also serve to help maintain existing business with current clients, grow business relationships with current clients and assist in bringing new clients on board. The purpose will also help support our clients to better understand the full potential and value of the GAN products.

DESCRIPTION OF JOB RESPONSIBILITIES:

- Acting as the liaison between the company's largely Europe-based project managers and development staff and its US-based casino partners on projects, requests, issues, and new feature development
- Provide routine updates to clients on the progress of projects, campaigns, and other active customer initiatives that GAN solutions integrates and supports.
- Develop open and effective channels of communication with each client that can be employed and leveraged by other GAN departments
- Act as the key and reliable point of contact for each customer that results in establishing strong business relationships
- Troubleshooting, documenting and testing of outages or other UI issues
- Documenting user cases, logging support tickets (as applicable) and seeing through bug fixes
- Oversee the company's client knowledgebase by maintaining and administering its client wiki
- Support the preparation and dissemination of regular external client notifications
- Running pre-canned reports and providing basic data analysis of casino website KPIs
- Coordinate the timely resolution of action items resulting from conference calls and in-person meetings
- Liaise between GAN Customer Service and Fraud teams and external partners to investigate payments, fraud and chargeback activity
- Coordinate, and provide regular updates on the status of various development requests to internal and external stakeholders.
- Mastermind creative ways to deliver an exceptional GAN client experience

REQUIREMENTS:

- 3-5 Years of Client Services or Technical Account Management experience (ideally with software)
- Minimum four-year degree in Computer Science, Project Management, or similar
- Must be intelligent, organized, outgoing and communicative.
- Ability to articulate ideas and concepts effectively to both internal and external stakeholders
- Demonstrates an ability to adapt to various Client corporate cultures
- Proficient with MS Office tools, as well as project management software like JIRA or Basecamp, and knowledge base wiki software (such as Confluence or SharePoint), Slack, and Skype
- Exposure to Agile software development process, preferably for web-based gaming
- Should demonstrate and possess strong problem solving skills and the ability to make rationale judgement calls
- Knowledge of customer service programs and databases, or the ability to learn new software quickly
- Innovative, creative thinking skills to ensure the organization is providing a cutting edge client experience
- Knowledge or experience in the Gaming Industry space preferred (but not mandatory)

TRAVEL REQUIREMENTS:



This role could require up to 20% of travel for US based client support. The possibility for international travel exists for collaboration with GAN teams, therefore a valid and current passport must be maintained.

WHAT WE OFFER:

- An opportunity to work in a multinational established company with a start-up feel
- Competitive total compensation package
- Generous PTO program
- 12 Company Paid Holidays
- Generous Benefit Package, including HSA matching, 401(k) matching, wellness reimbursement program, paid maternity leave, and move.