

Live Technical Enablement Lead

Description

About the Role: Anthropic is pioneering safe and reliable AI assistants. As we continue to advance industry-leading language models, we aim to empower users worldwide to build trustworthy and transformative generative AI applications. We are seeking an exceptional Technical Live Enablement Lead to build out the live delivery arm of our scaled technical education program. In this highly cross-functional and dynamic role, you will serve as the primary live technical educator for Anthropic's models and products to internal and external stakeholders who interface daily with customers. You will create and deliver technical enablement through engaging presentations, interactive tutorials, and deep dive Q&A sessions that inspire and empower sales, solutions architecture, and technical support teams to best support their customers. Leveraging your expertise in public speaking, technical communication, educational content development, and program management, you will build the operational infrastructure to make our technical sales & support enablement program strategic and scalable, including systems for inbound request management, opportunity tracking, and pipeline reporting. You will also create enablement content, including visualizations such as technical slides and diagrams, that effectively convey technical concepts to customer-facing teams and train them on how to best engage with their customers on a technical level. A small percentage of time in this role is spent traveling to deliver in-person enablement sessions, mostly around the U.S. The travel commitment is a must, although much of the enablement happens in live virtual sessions. Live enablement of this variety offers an exciting opportunity to engage with global customer-facing audiences that help users find success with our products, and to understand their unique needs, help them effectively convey the power of Claude, and bring their valuable feedback back to our direct-to-customer educational content development team. This role requires outstanding presentation skills, the ability to translate complex topics for audiences of varying technical skill, program management experience, technical content development experience, strategic thinking, and a passion for teaching teachers how to better teach, and communicators how to better communicate. If you are a charismatic speaker, systematic program builder, and cross-functional collaborator excited to empower a wide range of customer-facing teams, this is the perfect opportunity for you. Responsibilities: Serve as primary technical live enablement educator, delivering Anthropic's technical content to internal and external customer-facing teams such as Sales, Customer Support, and Solutions Architecture, via presentations, demos, interactive tutorials, and more Travel 5-15% of the time to deliver in-person enablement to audiences around the U.S., possibly globally Tailor technical content and delivery to engage and educate audiences of a variety of technical levels Build live technical enablement program infrastructure including request intake workflows, opportunity tracking, and pipeline reporting Define and track success metrics to measure technical live enablement impact and inform priorities Coordinate with internal and external customer-facing teams such as Sales, Customer Support, and Solutions Architecture to understand their learning goals and customize content for their live technical enablement training Proactively manage technical live enablement calendar and programming to maximize coverage and impact while ensuring team capacity Stay up-to-date as an internal and external expert on Anthropic's latest research, model capabilities, and product best practices You may be a good fit if you: Have 6+ years experience in technical education, enablement, or a client-facing technical role; strong plus for train the trainer-type expertise Are an exceptional speaker able to engage and inspire audiences with diverse technical backgrounds Have strong technical

Hiring organization

Anthropic

Job Location

Remote

Base Salary

\$ 80000 - \$ 115000

Date posted

June 9, 2024

Apply Now

communication skills to explain complex topics to varying skill levels Have the ability to adapt technical depth and customize examples for different skill levels on-the-fly Have expertise in instructional design and creating enablement and education materials, including slides, 1-pagers, FAQs, diagrams, and more Have program management experience building operational systems and infrastructure Are a strategic thinker who can define success metrics and make data-driven decisions Have deep understanding of the generative AI technology and the capabilities and features of current frontier models Are an outstanding cross-functional partner with Product, Sales, and Marketing teams Are passionate about enabling a wide range of customer-facing teams to better teach customers how to harness the potential of AI technologies to better their lives and workflows Strong candidates may also have: Have experience delivering AI/ML enablement content in particular to audiences of varying technical skill Have experience with CRM, LMS, and project management tools to build tracking and reporting infrastructure Please mention the word ****RICHLy**** and tag RMy4yMzkuMTg5LjY1 when applying to show you read the job post completely (#RMy4yMzkuMTg5LjY1). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via RemoteOK.com