

Job Title

Customer-Facing Technical Architect – Enterprise Water Utilities

Location

Dublin, Ireland

Hybrid (2 days in office per week)

Expect occasional calls post 5pm as customers are based in the US

Department

Professional Services Implementation Team

Reports To

Director of Professional Services Implementation Team

Role Overview

We are seeking an experienced **Customer-Facing Technical Architect** to lead **post-sales technical delivery** for enterprise water utilities adopting the Klir Data Hub SaaS product. This role is responsible for the architecture, implementation, and long-term technical success of customer integrations and data migrations into the Klir Data Hub.

You will work closely with water utility IT teams, system integrators, and internal product and engineering partners to integrate our platform with complex, legacy utility systems and to migrate large volumes of operational, asset, and customer data. Integrations include Laboratory Information Management Systems (LIMS), Customer & Billing systems, Asset Management systems, SCADA, GIS and identity providers with further integrations potentially in the future. You will also advise customers in relation to cyber security and data security. This role requires deep technical expertise, strong delivery leadership, and the ability to operate effectively in regulated, mission-critical environments.

Key Responsibilities

Enterprise Utility Integration Architecture

- Own the **post-sales technical architecture** for enterprise water utility customers
- Design and govern integrations between our SaaS platform and utility systems such as:

- Laboratory Information Management Systems (LIMS)
- CIS (Customer Information Systems)
- Billing Systems
- SCADA
- GIS (e.g., ESRI-based systems)
- Enterprise Asset Management (EAM) systems
- Data warehouses and reporting platforms
- Define integration patterns using APIs, event-based messaging, file-based transfers, and middleware
- Ensure integrations meet enterprise standards for security, performance, availability, and auditability

Data Migration Leadership

- Lead **large-scale data migrations** from legacy utility systems into the Klir Data Hub SaaS platform
- Develop migration strategies for historical, operational, asset, and customer data
- Oversee data profiling, mapping, transformation, cleansing, validation, and reconciliation
- Manage cutover planning, rollback strategies, and post-migration verification
- Ensure data migrations align with regulatory retention and reporting requirements

Post-Sales Customer Delivery & Engagement

- Serve as the **primary technical authority** during onboarding, implementation, and expansion phases
- Partner with customer IT and business teams to align on architecture, timelines, and risk management
- Facilitate technical design reviews, migration readiness assessments, and go-live checkpoints
- Provide technical leadership during escalations and complex delivery challenges

Governance, Security & Compliance

- Ensure integrations and data handling comply with:
 - Water Utility cybersecurity standards and best practices
 - Data privacy and retention requirements
 - Company SOC 2 Type 2 and customer security controls
- Support customer security reviews, audits, and technical due diligence post-sale
- Establish repeatable standards for enterprise utility implementations

Cross-Functional Collaboration

- Work closely with Product and Engineering to represent enterprise utility requirements and constraints
 - Partner with Customer Success Managers to ensure delivery success
 - Collaborate with system integrators and third-party vendors involved in water utility implementations
 - Contribute to internal playbooks, reference architectures, and implementation accelerators
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Required Qualifications

- 7+ years of experience in **technical architecture, integration architecture, or solutions architecture**
- Proven experience delivering **post-sales enterprise implementations** in complex customer environments
- Hands-on experience integrating SaaS platforms with **utility or infrastructure-heavy systems**
- Strong expertise in:
 - RESTful APIs and event-driven integrations
 - Authentication and authorization (OAuth 2.0, SSO, certificate-based auth)
 - Data migration methodologies and tooling
 - SQL and relational data models
- Experience working with **legacy systems and long-lifecycle platforms**

- Excellent customer-facing communication and technical leadership skills
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Preferred Qualifications

- Experience working directly with **U.S. water or wastewater utilities**
 - Experience working in a consulting or customer facing role
 - Familiarity with CIS platforms (e.g., Oracle, SAP, etc.)
 - Experience with GIS integrations (ESRI or similar)
 - Knowledge of Asset Management data flows and meter data management concepts
 - Experience in integrating with Azure based cloud platforms
 - Understanding of water utility regulatory environments and public-sector procurement
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Key Competencies

- Enterprise-level architectural thinking with strong delivery execution
 - Comfortable operating in regulated, risk-averse environments
 - Ability to guide customers through modernization from legacy systems
 - Strong documentation, governance, and stakeholder-management skills
 - Calm and effective during high-impact delivery and go-live phases
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What Success Looks Like

- Enterprise water utilities successfully integrate their core systems with our platform
- Data migrations are accurate, auditable, and delivered with minimal operational risk
- Customers trust you as their **long-term technical partner**, not just an implementer
- Reduced onboarding time for large utilities through reusable architectures
- Improved post-go-live stability and reduced technical escalations

