



## Professional Services Engineer

**Company:** LASSO

**Team:** Professional Services

**Reports to:** VP of Customer Operations

**Location:** Remote

### About LASSO

LASSO is the all-in-one platform where event companies work. We provide project management, inventory management, and workforce management software that helps event companies with:

- Growing revenue
- Streamlining operations
- Controlling costs
- Minimizing risk
- Real-time insights
- Attracting AV talent
- Producing events

**Our mission** is to inspire change for forward-thinking companies in the event and entertainment industry by bringing transformative solutions to the people that make exceptional performances happen.

Our customers produce events like the Super Bowl, The Oscars, The Grammys, NFL/MLB, Dreamforce, CMA's, etc.

LASSO is proud to have been recognized as a Best & Brightest Company to Work For for the past seven consecutive years (2018–2024). We were also named one of Inc. 5000's fastest growing companies in 2022 (#1155 overall and #146 in technology) and are honored to be featured in Inc.'s prestigious 2024 Best Workplaces list.

### About the Role

LASSO is looking for a customer-facing Professional Services Engineer who serves as a trusted technical consultant to both prospects and customers. This role sits at the intersection of Sales, Customer Success, Product, and Engineering, and is responsible for scoping, advising on, and delivering complex professional services engagements that help customers successfully adopt and scale the LASSO platform.

You will work directly with customers to understand their business processes, technical environments, and operational goals—then design and deliver integrations, data migrations, and custom reporting solutions that drive real outcomes. You will also partner closely with Sales during the deal cycle to provide technical credibility, shape scopes of work (SOWs), and ensure smooth handoffs post-sale.

This is not a support role. You will lead customer-facing technical conversations, write production-grade code, build and maintain integrations, and act as a technical advisor to LASSO's most strategic accounts. You will work alongside a Customer Solutions Engineer (CSE) who supports additional professional services requests, enabling you to focus on higher-complexity consulting, integrations, and strategic customer engagements.

## **Key Responsibilities**

### **Customer & Prospect Consulting**

- Act as a technical consultant for both prospects and customers across the full lifecycle—from pre-sales discovery through post-sale delivery and expansion
- Lead technical discovery calls to understand customer workflows, systems, constraints, and success criteria
- Advise customers on best-fit integration, data, and reporting approaches, clearly explaining tradeoffs and technical limitations
- Partner with Sales during the deal cycle to scope professional services engagements, estimate level of effort (LOE), and define clear SOWs
- Provide technical credibility in prospect conversations, including solution feasibility discussions and implementation planning
- Serve as a trusted advisor to customer stakeholders, from operators to executive sponsors, translating technical decisions into business impact

### **Integration Development & Delivery**

- Design, build, and maintain integrations between LASSO and third-party systems, including:
  - Accounting platforms (QuickBooks Online, Sage Intacct, NetSuite, SAP)
  - CRMs (Salesforce, HubSpot, Zoho)
- Develop and maintain Zapier-based workflows and custom middleware using JavaScript / Node.js
- Troubleshoot and resolve integration failures, including API issues, data mapping errors, and edge cases
- Ensure integrations remain backward-compatible as LASSO's core platform evolves, especially during major releases

### **Data Management & Custom Reporting**

- Write and optimize complex SQL queries to support:
  - Custom reports scoped in SOWs
  - Data migrations and imports for new customer implementations
  - Bulk data updates, cleanup, and validation in production environments
- Execute inventory and historical data migrations from competitor platforms
- Translate customer business requirements into accurate, performant, and maintainable reporting solutions

### **Cross-Functional Collaboration**

- Partner closely with Customer Success Managers (CSMs) to ensure technical deliverables align with customer expectations and success plans
- Work alongside a Customer Solutions Engineer (CSE) who assists with additional professional services requests, escalations, and ongoing operational work
- Collaborate with Engineering on API questions, custom application handoffs, and platform changes that impact integrations
- Partner with Product Management to surface recurring PS requests that signal opportunities for productization
- Maintain clear documentation for integrations, custom codebases, and runbooks to reduce operational risk and single points of failure

### **What We're Looking For**

- 4+ years of experience in a customer-facing technical consulting, professional services, solutions engineering, or integration-focused role at a SaaS company
- Proven ability to lead customer conversations, manage expectations, and deliver against defined scopes of work
- Strong coding skills in JavaScript / Node.js, with experience building and maintaining production systems
- Advanced SQL skills, including complex joins, subqueries, and CTEs
- Hands-on experience building integrations using REST APIs, webhooks, and platforms such as Zapier, Make, or Workato
- Experience integrating with accounting systems (QuickBooks Online, Sage Intacct, NetSuite, SAP) and/or CRMs (Salesforce, HubSpot)
- Excellent communication skills, with the ability to explain technical concepts to non-technical audiences
- Strong organizational and documentation habits, especially in customer-facing delivery environments

We look for individuals that align to our core values: Believe the Best, Act with Purpose, Champion Success, Think Like an Owner, Be a Trailblazer, Saddle up.

## **Benefits**

- + Hybrid/remote work environment
- + Competitive salary
- + Health, Dental, Vision, STD/LTD coverage, starting Day 1
- + 401k match
- + Educational Assistance
- + Professional Development stipend
- + Flexible PTO
- + Technology tools to do your best work
- + Awesome co-workers