

## Client Technical Manager

**Hours:** Full time

**Salary:** £50,000 - £75,000

**Location:** Flexible – Penrith or Remote

Map of Ag is a global leader in farm data insights, supporting the food supply chain to collect data, unlock value and strengthen working relationships with farms. From animal health & welfare schemes to cropping regenerative agricultural programmes, Map of Ag work at the heart of the industry to build a more resilient future for all.

Find out more about our work in the below client case studies:

[Clawson Cheese - How smart data is helping blue cheese go green](#)

[Morrisons - How carbon auditing is improving beef performance](#)

[Weetabix - Wheat growers cut on farm emissions with lower nitrogen approach](#)

We're looking for a new **Client Technical Manager** to join the team. This is an influential client facing role, that combines both technical consultancy with account management. The role will see you act as the trusted partner for clients, providing ongoing technical expertise to support with project delivery, whilst supporting the successful adoption of Map of Ag's solutions and services.

### Key Responsibilities:

As part of the role, you will:

- Own and manage client relationships as the primary contact, aligning solutions to client objectives and proactively identifying opportunities and risks
- Provide oversight and technical leadership on project delivery, supporting project managers to keep projects in scope and on track where required.
- Apply deep agricultural or sustainability expertise to support technical scoping, data validation, results interpretation, and client reporting.
- Act as a trusted technical advisor to clients throughout the project lifecycle, translating complex analytical outputs into clear, actionable insights.
- Guide clients in scoping future activity and strategic next steps following project completion, deepening long-term partnerships.
- Monitor evolving industry standards, methodologies, and frameworks, relevant to your agricultural or sustainability technical discipline, advising clients and informing internal teams accordingly.
- Collaborate with technology teams to shape product development, providing market insight, technical specifications, and customer feedback.
- Produce proposals, manage forecasting, and oversee budgets, revenue recognition, and invoicing using HubSpot, Harvest, and internal tools.
- Support business development through event attendance, thought leadership, marketing content, and maintaining senior-level industry connections.

## Skills:

We are looking for candidates with the following:

### *Technical*

- Deep expertise in some areas of agricultural or environmental sustainability e.g. agronomy, animal nutrition, GHG accounting, biodiversity, soil health - with the curiosity to learn beyond it and the acumen to convene other specialists.
- Understand food and agricultural systems at farm or supply chain level, and can position where Map of Ag fits in the shift towards a resilient future.
- Either a current insight or future desire to understand industry scientific frameworks, for example IPCC, GHG Protocol, and Science Based Targets Initiative frameworks, including the strengths and limitations of different agricultural climate models.
- Confident in making project and product recommendations based on client requirements and technical judgement.

### *Communication & Relationships*

- Excellent communication and presentation skills, with the ability to translate complex technical concepts into clear, accessible language for non-technical audiences.
- Strong relationship-building skills, with the ability to become a trusted advisor to clients and senior stakeholders.
- Well-connected within the industry, with a proactive approach to networking and developing new relationships internally and externally.

### *Commercial*

- Sound business acumen, ideally with knowledge or experience of food supply chains.
- Financial literacy, and comfortable with managing scope, budgets, timelines, and risk.
- Ability to identify potential upselling opportunities, and help move the process forwards through a consultative process.

### *General*

- Analytical and adaptable problem-solver, comfortable managing multiple clients and priorities in a fast-paced environment.
- Attention to detail with a commitment to delivering products and services to the high-quality standard.
- Self-organised and able to manage workload independently.
- Familiarity with Office 365 and collaborative tools such as Jira, Trello, and OneDrive is desirable, but training can be provided.

**Further Details:**

This role is either a remote based role, or based in Map of Ag's Penrith office, depending on the successful candidates preference. Occasional travel will be required to visit customers. The role would report to the Client Technical Manager Team Lead.

**How to Apply:**

If you are interested in this role and feel you meet the requirements outlined above, we would love to hear from you. Please submit your CV and a cover letter to [rob.burgess@mapof.ag](mailto:rob.burgess@mapof.ag).

For any queries, please call 01768 868472.