

Job Description

Threat Intelligence Products - Senior Account Manager



moonshotteam.com
info@moonshotteam.com

Job Title - **Threat Intelligence Products - Senior Account Manager**

Location - **Washington D.C.**

Employment Type - **Full Time**

Start Date - **ASAP**

Salary - **\$100,000 - \$120,000 depending on skills and experience**

Moonshot believes that marginalized people in society — including people of color, people from working class backgrounds, women, Disabled and LGBTQIA+ people — must be centered in the work we do. We strongly encourage applications from people with these identities or who are members of other communities who are currently underrepresented in our workforce. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status. We know a diverse workforce will enable us to understand drivers behind violent extremism and online harms in an in-depth way and do better work to counter them.

About this role

Moonshot is recruiting a Threat Intelligence Products - Senior Account Manager to support the delivery, promotion and sales of our threat intelligence products, focused on domestic violent extremism in the U.S.

Our subscription-based products are designed to assist federal and state government, law enforcement, fusion centers and private organizations with their situational awareness and threat assessments. We work closely with our customers to improve their access to robust insights on domestic violent extremism and we value their feedback in product development.

This role entails management and oversight of an insights delivery team, ensuring smooth production of our monthly insights products. It will also involve advancing the product through proactive design, iteration, and feedback with Moonshot's tech and product teams.

The Threat Intelligence Products - Senior Account Manager will additionally have responsibility for building our subscriber base through raising awareness of our products, identifying opportunities for growth and proactively building relationships. This person will also be responsible for managing the existing customer base, ensuring they are satisfied with the products received and eliciting feedback to enable continuous improvement. This role will also involve oversight of the production of monthly Insight products, to ensure products are of the highest quality and continue to evolve.

The ideal candidate will bring experience and a strong network within the law enforcement or national security sector. They can either have worked within the sector, or have delivered products or services for those working within the sector. Commercial experience is essential.

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We are looking for a candidate who has experience working with threat assessment / intelligence tools or products and has a good understanding of the domestic violent extremism landscape in the U.S.

This role is envisaged to last for one year, however pending success in building the customer base, it will be reviewed and could be made permanent.

Your responsibilities will include

- Proactively building and growing a network to raise awareness of our threat assessment and intelligence products.
- Identifying leads and securing new subscribers.
- Identifying and attending events within the U.S. to promote our products.
- Producing marketing materials including concept notes, briefings and presentations.
- Managing key relationships with subscribers and other stakeholders.
- Leading a small team of Managers and Analysts to oversee the delivery of monthly threat monitoring reports.
- Overseeing analysis of diverse forms of OSINT data, including data gathered by our in-house specialist software.
- Working with Moonshot's Tech team to develop new Insight products.
- Developing and sharing subject matter expertise related to online harms across the organization.
- Identification and management of product risks.

Requirements

- Experience managing clients/customers and other stakeholders.
- An existing network within the national security sector.
- Demonstrable experience of outreach and building stakeholder relationships.
- Relevant professional or research experience working on domestic violent extremism in the U.S.
- Experience working closely with threat assessment and intelligence tools.
- Understanding of OSINT methods and or threat risk analysis.
- A strong understanding of the national security infrastructure in the U.S., including the various entities/agencies involved and their respective roles.
- Experience in commercially driven roles.
- Demonstrable ability to work under pressure, taking action and getting things done, both in managing your own workload and that of others.
- Inquisitiveness and adaptability, particularly in relation to new technology and the use of social media for research.
- Excellent written, verbal and interpersonal communication skills.
- Strong people management skills - with the ability to lead and manage analysts.
- Candidates will be expected to undertake any relevant security clearance procedures per the needs of clients.
- In addition, we require all candidates to be eligible to work in the US and will require proof of this alongside vaccination status.

Desirable

- Experience in either sales or marketing.
- Experience developing and promoting products or services to government or law enforcement agencies.
- Experience working with a tech team.

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About Moonshot

Moonshot is a social enterprise dedicated to disrupting and reducing online harms across the globe. We currently operate in more than 28 countries across different forms of violent extremism, disinformation, and other public safety issues, such as gender-based violence. We use data-proven techniques to ensure our clients respond effectively, and our work ranges from targeted intervention programs, software development and digital capacity building, to leading global counter-messaging campaigns.

We do this through:

- Finding new ways to reach individuals at risk of involvement in violent extremism and other forms of violence.
- Working across different violent extremist ideologies and public safety issues.
- Collaborating with partners and working for clients including governments, NGOs and private sector organizations from across the globe.
- Building a multifaceted team with a diversity of backgrounds, both professional and academic, including international development, policing, communications, psychology, data science and software engineering.
- Investing in the research and development of new technologies and methodologies to counter extremism, misinformation, and other public safety issues.

Working at Moonshot

We're growing quickly, have big ambitions, and high expectations of our staff. Our dedication to finding effective responses and leading innovation means that our work environment is fast-paced, dynamic and creative. We match this by offering our staff access to a range of learning and development options, scope to advance personal subject-matter expertise, and opportunities for career progression.

Moonshot Values that drive and guide our work each and every day:

- **Optimism** - We are ambitious and daring about our ability to impact global problems with innovative solutions, and positive about people's ability to change. We value joy, while pursuing a serious mission.
- **Kindness** - We recognize the unique value of every single member of our team. We care for and support our colleagues, and cultivate a safe working environment for all. We empathize with victims of online harms as well as those at risk of perpetrating them.
- **Authenticity** - We root our work in evidence, and see the humanity behind online harms. We remember the people behind the data points. As we navigate fast-changing trends and increasingly complex environments, we stay true to our mission: one based on creativity, integrity, and hope.
- **Accountability** - We push ourselves to be personally responsible and hold ourselves and others to account in our work; we believe that trust and challenge can co-exist. When we make mistakes, we acknowledge them and find ways to improve. We provide autonomy and opportunity to our team as a pathway to personal growth and collective excellence. We incorporate ethics in all aspects of our decision making.
- **Excellence** - We use our deep regional knowledge and subject matter expertise to deliver high quality work. Where we don't have the knowledge or skills, we find those who do, and build collaborative partnerships.

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- **Equality** - We recognize the harms caused by racial inequality and gender inequality globally and especially in our own sector. We commit to our own ongoing education. We actively take steps to dismantle these, and other forms of inequality, through our internal policies and through the delivery of inclusive, ethical and effective programming.

Inclusivity

Moonshot values the diversity of our team, and is committed to ensuring our workplace is inclusive. We are determined to ensure that our applicants and employees receive no less favorable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, veteran status, national origin, citizenship, race or color and any other protected characteristic as established under law.

We recognize that our staff have different requirements based on their circumstances, and we are committed to providing a workplace that caters for these, including flexible working time to allow for caring responsibilities and remote working arrangements and work space adjustments to accommodate people with disabilities and other health conditions.

Benefits package

- 15 days paid leave annually plus federal holidays.
- Generous healthcare package, including coverage for partners and children.
- Employee Assistance Program providing access to mental health support.
- Generous maternity and paternity leave.

Application process

To apply for this role please submit your resume and a short cover letter. Your cover letter should not exceed two pages and must answer the following questions.

Why do you want to work for Moonshot?

How do you meet the requirements of this role?

In addition, the application form will ask you to respond to the following question:

1. Describe your existing network within the national security sector.

Applications without a cover letter will not be considered.

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