

Opportunity Details

Operations Analyst

Location: Flexible (Houston, Dallas or Austin, TX preferred)

About M1neral:

M1neral is an early-stage software company reimagining how the energy industry manages assets, data, and deals. Our purpose-built platform empowers energy companies, asset managers, and acquisition teams to streamline complex workflows, centralize critical information, and operate with greater speed and clarity across the enterprise.

We're not just building tools – we're delivering the next evolution of energy technology. At M1neral, we believe that modern energy operations demand modern solutions, and we are proud to be at the forefront of digital transformation in one of the world's most vital industries. With a focus on continuous innovation and customer success, we deliver intuitive, feature-rich software that drives smarter decision making throughout the organization.

Who we are looking for:

We are looking for a highly motivated and detail-oriented Operations Analyst to join our growing team. In this role, you will serve as the key link between our clients and our technical development team – ensuring successful onboarding, issue resolution, and day-to-day operational support.

You will work directly with clients to implement our software, solve complex problems, and optimize how they use the M1neral platform. You will also collaborate closely with our product and engineering teams to communicate client needs, test new features, and improve overall customer experience. You will be the bridge between our clients and technical teams, ensuring successful onboarding, operational execution, and ongoing customer satisfaction. This is a hands-on role requiring strong analytical skills, attention to detail, and comfort with manual data handling and backend tools.

This position is ideal for someone who enjoys solving complex problems, thrives in a dynamic and fast-paced environment, and is eager to contribute to both customer satisfaction and product excellence.

Responsibilities:

- Manage the client issue tracking system and serve as the primary liaison for communicating updates and resolutions

- Translate client feedback, support requests, and enhancement ideas into actionable items for the technical team
- Support the configuration, testing, and deployment of new customer software implementations
- Maintain project documentation including timelines, open issues, client requirements, and implementation status reports
- Analyze and restructure customer datasets to support seamless integration with the MIneral platform using MongoDB, SQL, manual entry, and internal application tools.
- Assist with delivering product training and best practices to help clients get maximum value from the platform
- Periodically provide after-hours/weekend support for critical issues

Requirements & qualifications:

- Strong analytical and problem-solving abilities with a high attention to detail
- Exceptional communication and interpersonal skills to clearly convey complex information to both technical and non-technical audiences
- Experience managing multiple workstreams and balancing priorities in a dynamic environment
- Ability to work independently and collaboratively across departments
- Experience with manual data entry, data manipulation, and quality checks
- Familiarity with MongoDB, SQL, or similar databases preferred
- Proficiency with Microsoft Office Suite, especially Excel and PowerPoint
- Willingness to travel to client sites as needed (day and overnight trips may be required)
- Bachelor's degree or equivalent experience in a related field
- Experience in software implementation, technology development, consulting, or a related field a plus

Compensation & Perks:

- Base salary of \$65,000-\$75,000 depending on experience
- Potential for additional bonus compensation for high performers

- Health, dental, vision, and 401(k)
- Generous paid time off and company holidays
- Flexible remote work policy
- Direct access to leadership and real career growth opportunities
- Opportunity to have a meaningful impact in a growing, mission-driven tech company

Additional Info:

- Candidates must be authorized to work in the United States at the time of application, as we are unable to sponsor visas for this position. If applicable, it is the candidate's responsibility to maintain valid work authorization throughout the duration of employment.