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# Example of Senior Technical Account Manager Job Description

Our company is growing rapidly and is looking for a senior technical account manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for senior technical account manager

* Engage with Customer and/or Partner on the project planning effort defining mitigation planning for identified risks and items on the critical path
* Deliver quarterly report to customer/partner on Premium Care performance (if Premium Care offer is purchased)
* Regularly examine all issues for strategic and escalated accounts to ensure information is accurate and provided to customers/partners in a timely manner
* Lead management-team conference calls to share status, action plans, ownership and timelines
* Ensure action is taken to correct any discrepancies based on lessons learned
* Has access and knows how to use all key customer resolution tools across all service groups to facilitate rapid resolution of customer concerns
* Manage with APJ and Global Marketing TAM events including VMworld, vForum and other TAM events
* Collaborate with global & regional stakeholders to develop, evolve and maintain a comprehensive business plan for TAM program aligned to the top priorities of the Geo & Regions and maximising the cross-organisational benefits to sales enablement of Services, License, SE and BU product management resources
* Continuously drive constant improvement within the program to increase the customer experience, drive further adoption and grow the business
* Manage, track and report on the financial aspects of the TAM program including Revenue, Costs, Margin

## Qualifications for senior technical account manager

* A leader who is resourceful, confident under pressure, and has demonstrated knowledge in services, operational support, customer relationship management and business development
* The position will require occasional travel to customer sites
* Manages and communicates both customer initiated service change requests evolving service changes introduced into Office 365 over the lifecycle of the service
* Minimum Federal Clearance of Secret required
* Arabic language fluency preferred (not required)
* Internet technologies including HTTP, SMTP, DNS, TCP/IP, TLS/SSL, DHCP, SSH