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# Example of Senior Technical Account Manager Job Description

Our company is searching for experienced candidates for the position of 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

* Work closely with the client to understand promotional cycles and other events that drive traffic to the site, including holiday/peak calendar rhythms
* Hold regular meetings with the client to schedule for site changes, enhancements, new sites, and major updates/upgrades to external systems integrated to their Commerce Cloud sites
* Support the client with on-boarding plans for technical resources
* Responsible for the coordination of cross-functional resources (from Support, Engineering, Client Services) to support the clients with the resolution of various platform issues, including platform efficiency, stability and governance issues
* Provide regular executive summaries to Commerce Cloud and customer C-level Leadership Team about the situation and projects of assigned accounts
* Identify and advocate for the client's products needs with the Product Management team
* Create and lead sales opportunities through technical Demos, Customer Analysis Reports (CARs), and Proof of Concepts (POCs)
* Work on multiple concurrent opportunities of that may vary by contract value, sales cycle and industry
* Show high standards of technical thought leadership with Customers through activities such as active education, consultation, presentation, technical evaluations, objection handling or general supportive discussion
* Maintain ongoing relationships with publishers and conversion houses, focusing on technical processes including data transmission, metadata, digital file formats and content ingestion portals

## Qualifications for senior technical account manager

* Must live within driving distance of one of the metro areas in the region
* Sits at desk 85% of the work day
* Enthusiastic, can-do attitude with a sweeping emphasis on quality customer service and satisfaction
* Candidate must be highly organized and efficient with a strong ability to learn quickly and self motivated
* Relevant experience managing relationships, cross-functional teams, programs, or products
* Programming or scripting basics (e.g., Shell, VBA Scripts, Perl, Python)