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# Example of Senior Technical Account Manager Job Description

Our growing company is hiring for a senior technical account manager. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for senior technical account manager

* Define and drive continuous improvement in metrics and key performance indicators
* Understand your customers' technical infrastructure, hardware, processes, and products
* Create customer engagement plans and keep the documentation on the customer's environment updated
* Ensure high level of customer satisfaction with each qualified engagement through the complete adoption life cycle
* Managing long-term strategic interests the tactical and day-to-day
* Gain understanding of customer technical infrastructures, environments, hardware, and offerings
* Understand customer needs and processes
* Serve as a technical trusted adviser and develop proactive plans
* Present case reviews, reports, and recommendations
* Understand customer technical infrastructures, hardware, and offerings

## Qualifications for senior technical account manager

* Bilingual in Italian & English
* Functional technical knowledge of Client, Networking, Server and Storage
* Strong creative and analytical problem-solving skills and a strong sense of ownership
* Proficiency in data extraction and analysis using SQL and Excel
* Familiarity with digital media distribution and ebook formats
* Fluency in other European languages, especially Spanish, is preferred