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# Example of Technical Account Manager Job Description

Our company is searching for experienced candidates for the position of 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 technical account manager

* Work with external technical teams to increase the quality of retailer's feed offering to ensure a seamless checkout experience on ShopStyle
* Monitor existing issues and ensure their resolutions within their SLA and escalate high priority issues as needed
* Provide support for e-commerce platform implementations such as Magento and Demandware retailers
* Investigate new ad technologies and Ad Network enhancements (targeting options, cost reduction etc)
* Ensure the highest level of customer satisfaction by understanding and identifying customer needs, building and maintaining strong working relationships and managing the account effectively
* Contributes to the customer knowledgebase as defined by Manager
* Coordinate meetings (internal and external) as required to review service requests and/or other customer issues
* Project manage strategic initiatives to deliver high impact business results
* Provide several educational sessions quarterly support reviews to your customer(s)
* Analyze digital content providers' processes and identify opportunities to accelerate digitizing books and releasing them faster

## Qualifications for technical account manager

* Solid understanding of the SDLC process / methodologies, relational database concepts, object-oriented techniques, user interface principles
* Competitive & competitively aware
* Capable of assessing a customer’s needs, qualifying opportunities & handling customer objections at all levels
* Submit and Manage Feature PVRs
* Considers and ensures ownership of all aspects of onsite evaluations and proof of concepts
* Technical sales leader on focus accounts