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# Example of Technical Account Manager Job Description

Our growing company is looking for a technical account manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for technical account manager

* Provide planning to address customer performance and/or satisfaction issues
* Monitors, proactively identifies impending issues, and manages customer satisfaction for identified Tier 1 customers
* Performs other duties as required such as leading or assisting on special projects, installations
* Engage with at risk accounts – Provided technical support and guidance to accounts that are deemed at risk by the leadership team
* Upgrade Planning – The TAM will be supporting the customer through ShoreWare maintenance and upgrades
* Design and develop innovative solutions to customer requirements using our Enterprise to desktop products, with assistance from our internal engineering group and consulting architects as required
* Work closely with the Account Manager to understand the best ways to maximize both the relationship revenue for Active
* Produce qualitative and quantitative analysis of product performance and aggregate feedback to inform the product roadmap with enhanced or new functionality
* Work cross-functionally with product, marketing, engineering, legal, and support teams—both internally and externally—to drive deals
* Travel is required up to 30 percent of the time, including internationally The role, responsibilities and geographical focus will change and develop over time along with the company's rapid growth

## Qualifications for technical account manager

* Seen as a role model by peers on developing trusted advisor status and TAM best practice
* Contributes to the definition and adoption of best practice and improvement within the TAM community
* Thorough understanding of competitive solutions
* High Degree of competency in at least one Major O/S, one Storage N/W Infrastructure, & a significant application
* TAM III) Demonstrated performance by managing through critical account situations, capturing high share of wallet developing and coordinating international account initiatives
* Strong technical background, with previous experience i