Downloaded from <https://www.velvetjobs.com/job-descriptions/technical-account>

# Example of Technical Account Job Description

Our growing company is looking to fill the role of technical account. 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 technical account

* Consistently improve content provider and customer experience by delivering superior customer support, and by relentlessly advocating for content providers throughout the Standard Operating Procedures development and roll-out, especially related to new process creation
* Leverage technology and process innovation to bring continuous improvement to the operation (scalability, efficiency, scope, etc)
* Define new and refine existing key performance indicators for global operational support of the Kindle content businesses
* Develop written requirements and functional specifications for projects that improve our ability to convert wide ranges of textual content and that improve the experience of publishers and content owners
* Consistently improve content provider and customer experience by delivering superior customer support, and by relentlessly advocating for content providers throughout the
* Standard Operating Procedures development and roll-out, especially related to new process creation
* Drive global standardization of publisher support processes
* Define new and refine existing key performance indicators for global operational support of the Kindle and POD businesses
* Works with Internal/External customers to satisfactorily process digital files into ICG platforms
* First point of contact to field inquiries from publishers regarding ingestion errors in CoreSource

## Qualifications for technical account

* Build strong network and communication routes for the customer into Engineering and Product Mktg/Mgmt
* Lead technical strategy in account
* Drive global consistency, teaming and integration of all SE activities within the account
* Build strong relationship with influential partners (Partner Leverage)
* Advocating and promoting Professional Services resources into the account
* Ability to leverage Sales/Corporate tools and resources