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# Example of Technical Account Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of technical account. 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

* Monitors and adheres to QA processes specific to digital file and metadata specifications
* Assists publishers with evaluating their digital supply chain business models, discount codes, and understanding and communicating specific digital channel distribution channels
* Sets up new accounts, maintains existing accounts, and adds new channels in CoreSource, Sharepoint, and Quickbase for tracking purposes
* Creates and communicates enhancement opportunities to CoreSource in JIRA
* Communicates with other Ingram teams to identify process opportunities and issue resolution
* Utilizing Excel and Access applications, provides file and ad hoc metadata analysis reports pulled and compiled from various systems including CoreSource, CMS, Sharepoint, Qlikbase and MIL
* Schedules conference calls and Webex sessions as needed to facilitate customer relations
* Understands and communicates the FTP setup process and file transfer process including FTP Clients
* Understands and works with ONIX to determine, fix and advise on errors
* Act as a lead acid battery technical contact to OEM & OES customers

## Qualifications for technical account

* VCP certification preferred
* Experience with modern software development methodologies, with emphasis on software and
* Prior technical account management experience preferred
* ITIL, PMP or another industry standard certification preferred
* ITIL Foundation Certificate preferred and/or PMP Certification preferred
* The successful candidate will be dealing with a number of our French accounts, so you will need to be native French or fluent in speaking and writing