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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. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for technical account

* Engage with customers to understand business objectives, security needs, use cases, and drivers
* Liaise, hands on, with engineering teams, product managers, and leadership to reduce customer risk through education, bug resolution, and requirements management
* Champion and advocate for the customer’s requirements while balancing internal resources
* Advise customers on how to maximize the use of the product to drive to maximum protection
* Participate in roadmap discussions, new release presentations, feature management, and lifecycle management
* Design and deliver rollout plans after purchase
* Address product related questions and technical challenges
* Educate customers on how existing and new product features and functionality work
* Identify / coordinate product trainings and knowledge management
* Monitor service metrics to ensure optimal performance

## Qualifications for technical account

* A jill/jack of all trades.You are an expert in Developer Platform (APIs, SDKs, etc) and you have a wide array of tools in your bag, be it Android, iOS, Python, Java, C#, Ruby, or PHP
* 2-4 years of Level 2 call center experience
* Solid knowledge of HTML, CSS, JavaScript, and API Integrations
* Understanding of Salesforce and CRM solutions (preferred but not required)
* Knowledge of remote access products, VPNs, routers, firewalls, proxies, and networking configurations
* Solid knowledge of mobile platforms, all OS platforms and networking essentials