



# Example of Support Account Manager Job Description

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

## Responsibilities for support account manager

- Provide on-site technical support to customers to promote Adhesives Systems
- Identify new technologies for applications as required based upon application, customer and field engineering needs, and recommends best solution to improve customer operations
- Expected to operate on the customer site during business hours and will be expected to schedule and maintain a core team for out of business hours remote support
- Will be called upon to periodically review resource levels with the customer and negotiate on a six monthly basis to ensure resource levels are optimised
- Maintains assigned customer contact and provides status updates for all outstanding issues
- Reviews product documentation for technical accuracy, consistency, and user's point of view
- Assist with process improvement relating to quality issues that are discovered
- Hold regular, scheduled calls with customer accounts to provide guidance and advice on forward-looking plans, understand and provide a current status of open technical issues
- Manager may be expected to perform some or all of the duties listed other duties as assigned
- Track and Manage all support incidents for your customers

## Qualifications for support account manager

- Industry Knowledge in Architecture, Construction, Civil Infrastructure, Manufacturing/Mechanical, and/or Media and Entertainment
- At least 5+ years' Service Level Management or Account Management experience (preferably post sales)
- Able to accommodate domestic and/or international travel up to 25%
- ITIL Service Level Manager certification a plus
- English – Native or working proficiency
- ITIL Service Level Manager certification an advantage