



Example of Technical Account Manager Job Description

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

Responsibilities for technical account manager

- Provide extensive technical assistance
- Work with internal departments to diagnose issue
- Resolve technology related problems
- Collaborates with team and client to support client deliverable deadlines, working on assigned projects as needed
- Ability to communicate and explain complex ideas to teams, clients, and technical staff (client side, publishers and creative shops)
- Anticipates client questions and has thought out answers/solutions
- Willing to go above and beyond the call of duty to delight the client and deliver excellent service
- Share best practices, model designs with prospects/clients for both technical development and successful negotiation of client's internal approvals processes
- Utilizes client portal, hardware management tools, and help desk ticket system to oversee and audit clients' issues and ensure customer satisfaction, view trending network performance, make best decisions for clients' network, report those changes with supporting details to upper management and/or Change Control Board and identify, submit and track resolution on issues
- Acts as the support escalation point for their assigned clients, and overseeing resolution and client satisfaction

Qualifications for technical account manager

- Obtaining customer approvals
- Stay always updated about new technologies, products and
- Knowledge of Wireless and Data technologies (GSM, EDGE, UMTS
- Background in management consulting or "Big 5" consulting organization i
- Fluent in English, Fluent in German