

Technical Account Manager Position

This position is that of a Technical Account Manager who will primarily be responsible for building and maintaining post sales relationships with my client's largest and most valuable customers. You will serve as a trusted advisor, ensuring successful adoption, usage and growth. My client is a well-funded, early-stage, high-growth security company with a growing list of very satisfied customers!

Technical Account Management Responsibilities

- * Manage a portfolio of clients
- * Build strong and positive relationships with clients at various levels
- * Log any bugs or feature requests in the bug and feature handling system
- * Ensure client's support tickets are resolved in a fast and professional manner and comply with agreed Service Level Agreements
- * Feed back any important client information to Client Services Team
- * Identify any training/knowledge needs for clients and colleagues
- * Prepare and perform training of clients and colleagues
- * Assist as necessary with pre-sales support activity

Requirements

- * Solid client facing client support experience (preferred, NOT necessary)
- * Strong Linux Command Line proficiency and proven experience
- * Programming languages and scripting skills are an advantage
- * Experience of working in a client support role (preferred, NOT necessary)
- * Excellent problem solving skills and analytical mind set
- * Excellent written and spoken communication skills
- * University degree or equivalent experience

For immediate consideration, please call Andrew Dao at 408-707-1796
Alternatively, feel free to email a resume at andrew@salesheadhunter.com