



Technical Account Management Job Description

Technical Account Manager

Summary

The Technical Account Manager (TAM) will represent customer's needs as in internal advocate across Adobe's organization with the skills and knowledge to quickly address specific support requirements. The TAM must have a deep understanding of their customer's development and production environment, as well as their business challenges and objectives to provide escalation management and technical solutions to their designated accounts. The TAM will manage high level strategic accounts by providing proactive management for all technical issues encountered with their enterprise software deployment, resulting in faster time to resolution. The TAM will engage to personalize their customer's experience to assist success with their software implementation while building a strong a mutually relationship with the customer.

The TAM will also be responsible for providing their customers with proactive information such as weekly status reports and biweekly account calls. An initial architecture review will be provided by the TAM for customers and will continue once a year. Additional on-sites will only occur when necessary to resolve an issue or for political reasons. The TAM will have a personal engagement with their customers and develop a working partnership to mitigate issues before they arise. The TAM will effectively become a virtual part of their customers' teams. TAMs will also be required to fully document all cases, pre and post on-site visits, customer problem interactions, and customer environment details. The TAM role is priority based 24x7, this allows customers to have availability to resources that already understand their environment when critical issues arise (out of normal business hours issues should be limited through the relationship built within a TAM's accounts).

Key Responsibilities

- Deliver offerings as defined in the TAM program.
- Provide mission critical support, monitor complex and critical issues and work closely with the T3 engineers to ensure proper escalation and resolution processes are utilized.
- Communicate proactively with accounts regarding product and program information, supportability issues and strategic product plans where appropriate.
- Act as a liaison between the customer and other Adobe teams, including Sales, Engineering, Professional Services and the product teams as required over the life cycle of the customer's application.
- Maintain proactive customer relationship.
- Maintain and expand working knowledge of current Adobe products.
- Maintain CRM relevant account information.
- Provide architectural reviews at the customer's site.
- Provide on-site assistance as needed to resolve product issues.
- Record and document pre and post on-site visits.
- Provide 24x7 priority based customer support.
- The creation of Knova solutions.



Technical Account Management Job Description

Interfaces

The Technical Account Manager interfaces with the following Adobe teams:

- Customer Service
- Sales Account Managers
- Product Development
- Product Support Managers
- Consulting Services
- Rapid Engagement Services
- Product Support Engineering Escalation Team.

Requirements

- Minimum Bachelor degree in related field
- 2+ years experience in technical management.
- Demonstrated ability to complete multiple tasks concurrently and deliver results under pressure.
- Broad technical knowledge of heterogeneous environments used by Enterprise Accounts.
- Previous account management experience preferred
- Ability to travel

Critical Skills

- Project Management
- Conflict Negotiation
- Written and verbal communication skills; including the ability to present technical issues to a non-technical audience.
- Demonstrate self motivation.
- Ability to think critically; to identify problems and to generate evaluates and implements real-time workable solutions.

Technical Skills

- Experience in a wide-range of computer operating systems and software with emphasis on installation, troubleshooting, upgrading, integration and client/server operations is desired.
- Industry or professional organization certifications in computing fields are not required but highly desirable.
- Progress towards or completion of certifications with Microsoft, Novell, Lotus, Unix, Cisco and others is desired.
- Working knowledge with MS SQL, Routing protocols (TCP / IP, OSPF etc.) Web design, HTML, ATM, Token Ring, ISDN, and Ethernet
- Knowledge at API level of 3rd party applications
- Knowledge of scripting technologies
- Experience with programming in C/C++, C#, or Java
- Knowledge of XML, HTML, Java, and XSLT
- Database knowledge including LDAP servers
- Experience developing web 2.0 applications
- Knowledge of J2EE or .NET application and application servers