

Business System Solutions, Inc.

# Technical Account Manager Job Description

Employee Job Descriptions



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West Lafayette, IN 47906  
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**Serving:**

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## Technical Account Manager

**Department:** Service and Support

**Reports to:** Service Manager

**General Summary:**

This position is responsible for proactively owning and managing the technical relationship with an assigned set of clients. The Technical Account Manager is part technical support engineer and part client champion for a defined group of both pre post implementations of complex and high profile accounts. The Technical Account Manager has responsibilities for technical support, communication and guidance to project management, and is an essential member of the broader account team for their assigned clients. With assistance, this position resolves complex technical problems and answers detailed client configuration questions. Technical Account Managers develop a consistent long-term partnership with clients to ensure they remain successful and realize the full value of their <MSPNAME> investment. This includes day-to-day management of large, technically complex and demanding client accounts, developing and executing upon an overarching technical support strategy, detailed issue tracking, root cause issue recognition and resolution.

The Technical Account manager drives client satisfaction by proactively managing, troubleshooting and delivering technical information online, over the phone and occasionally on-site. This position requires effective interaction with engineering resources, professional services, and management. Technical Account Managers must share best practices with others to enhance the quality and efficiency of client service. Technical Account Managers provide accurate and timely feedback for purposes of measuring, tracking and driving continuous service level improvements. The Technical Account Manager is required to maintain and expand working knowledge of current <MSPNAME> products and related technologies.

The Technical Account Manager is expected to represent <MSPNAME> with the highest level of professionalism at all times, and to mentor others in the group regarding the same.

The Technical Account Manager will serve as a trusted advisor, ensuring successful <MSPNAME> deployment and adoption.

**Position Responsibilities:**

- Provide advice and guidance as the <MSPNAME> subject matter expert to ensure successful ongoing usage and adoption of <MSPNAME>
- Design and develop innovative solutions to client requirements using <MSPNAME>
- Undertake discovery and education activities to identify opportunities for <MSPNAME> usage across organizational functions and processes
- Function as a frontline technical resource for “best practice” and informal client questions
- Engaging with client support as a client advocate to ensure speedy resolution of client issues
- Engaging with Product management as the client advocate on product roadmap discussions
- Maintain current functional and technical knowledge of <MSPNAME> service
- Help to document best practices in developing and using <MSPNAME>

- Drive revenues by managing the pre-sales technical process and evangelizing <MSPNAME>'s technology to existing clients and to drive new product and service offerings.
- Manage the Client technical proposal process and ensure that all technical information and recommendations addressing client requirements are accurate, properly defined and detailed.
- Develop detailed, researched and extensive Strategic plans for the technical development of named accounts, which span short, medium and long term opportunities to grow. Work with the Client and key <MSPNAME> resources to establish an approved technical strategy.
- Work closely with peers in Service & Support to ensure that the Client's requirements are fulfilled and their expectations met. Act as an escalation point for the Services product fulfillment resources.
- Understand short and long-term client goals and objectives as they relate to <MSPNAME>
- Regularly communicate with assigned accounts, set expectations and negotiate priorities appropriately
- Provide timely status updates, root-cause analysis and strategies to address issues
- Recognize and resolve systemic issues to prevent them from repeating
- Apply fundamental troubleshooting skills to issues before escalating to the appropriate group
- Document, track, and support compliance with clients' Service Level Agreements
- Regularly meet with the client Account Executive, Professional Services Executive and others to triangulate on immediate and long-term client needs
- May travel to Client sites with an approximate travel time of 25%

**Knowledge, Skills, and Abilities:**

- **Knowledge, Skills and Ability Requirements**
  - Core competencies of a successful Technical Account Manager are project management, technical support, client service and a comprehensive technical acumen across a broad spectrum of computing disciplines.
- **Project Management**
  - Understand, prioritize and drive resolution of issues through hands-on involvement and highly effective communication between responsible parties at the client site and <MSPNAME>.
  - Use project management methodology to thoroughly document, prioritize, track and drive client requirements and technical solutions for small projects.
- **Leadership/Ownership**
  - Accountable for all technical issues and technical relationship
  - Ability to actively drive problems to resolution
  - Ability to create and drive a technical strategy to address client issues
  - Ability to own issue resolution, root cause analysis and remediation
  - Sound decision making and critical thinking skills
  - The ability to mentor and coach team members
  - Expert organization and prioritization skills
- **Communication Skills**
  - Excellent written and verbal skills
  - Strong interpersonal skills to interact with clients, management, and peers
  - Effective cross-department communication



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- Provide Tier 3 support for agent, chain, application issues
- Assist and contribute the coordination and development of training for field personnel and agent clerks.
- Document and communicate problem/resolution and information/action plans
- The ability to stay calm during times of crisis
- The ability to contribute to a team environment with a high degree of professionalism and skill.
- **Must Be Technically Capable Of The Following**
  - Identify an issue(s)
  - Duplicate/recreate issues
  - Decipher proposed resolution and clarify
  - Verify resolution and communicate to client
- **Skills**
  - Technical skills -- High-level process knowledge and technical skills relating to software development, networking and database management:
  - Knowledge of Windows-based server operating systems
  - Experience supporting enterprise-level applications is preferred
  - Experience supporting mobile applications and back-end technologies preferred
  - Drive results and/or remediation of any PCI or security audit items applicable to assigned Agent clients.

**BSS' Expectations of Employees: (everyday behavior)**

**#1 Individual - Be a person of good character**

Adhere to all of BSS' Core Values (P.R.A.C.T.I.C.E.)  
Honest at all times and do what you say and say what you do  
Show integrity – do the right thing even when no one is looking or knows  
Willing, and takes initiative, to learn new things that involve your job

**#2 Leadership - On board with BSS Goals**

Willing to adhere to BSS vision and goals  
Works with leadership team and presents a united set of goals to staff  
Be respectful and show appreciation to all staff

**#3 Customer Service - Continue BSS service focus**

Provide “Wow” service for our clients  
Communicate clearly and respond quickly to clients and staff

**#4 Teammate - Get along with co-workers**

Take the time to thoroughly identify, evaluate and suggest improvements to the details of all projects, including the activities, technology and processes of BSS  
Communicate appropriately to supervisor, leadership team, and all service and project teammates

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**Credentials and Experience:**



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- 3+ years of experience in a related function is required. Direct client advocacy and engagement experience in post-sales or professional services functions.
- Successfully managed client engagements to completion and client satisfaction
- Excellent analytical skills & problem solving skills, combined with the ability to provide quick resolution to problems.
- Exceptional verbal and written organizational, presentation, and communication skills.
- Must be client service oriented and believe in teamwork, collaboration, adaptability & Initiative.
- Demonstrable success in thinking strategically, executing tactically while providing consistent and high levels of client satisfaction and retention in a fast paced environment.
- Competitive & competitively aware. Proficient at explaining strengths & vulnerabilities.
- Willingness to travel periodically based on client and business need
- Bachelor's degree or equivalent experience.

**Pay:** Base + Commission

**Success Metrics/KPIs:**

- Successful routine business meetings with clients
- Strong positive client feedback
- Strong participation in pre-sales activity, able to independently close business and bring in accounts
- Actively mentor engineers/techs
- Primary contact on some accounts and drives new business to company
- Able to drive business across Professional and Managed Services
- Aware of recruiting opportunities with other high quality engineers

**If you are the person missing from our team photo, we can't wait to meet you! Please introduce yourself by sending us an email with your resume attached to [careers@bssconsulting.com](mailto:careers@bssconsulting.com)**