



Technical Account Manager – Job Description

Summary

The Technical Account Manager (TAM) will serve as the primary technical and relationship owner for a dedicated enterprise customer. This role ensures the customer achieves maximum value from our solutions, oversees customer expansion projects, manages device (phone) assets, and acts as the primary escalation point for technical or operational challenges. The TAM will build strong relationships with key stakeholders, drive successful outcomes, and ensure alignment between the customer's goals and our solutions.

Essential Duties and Responsibilities

- Act as the primary technical and relationship owner for the assigned customer(s), ensuring a white-glove experience across all engagements.
- Build trusted relationships with key stakeholders, proactively identifying customer needs, opportunities for improvement, and expansion projects.
- Manage customer expansion projects from initiation to completion, including overseeing and reviewing Statements of Work (SOWs), and project deliverables.
- Oversee project activities against scope, schedule, and budget, communicating risks or issues that could impact timelines and driving timely resolutions.
- Maintain an accurate inventory of customer device assets (phones and hardware), coordinating provisioning, upgrades, and lifecycle management.
- Serve as the escalation point for technical or operational issues, coordinating with internal teams and ensuring rapid resolution and clear communication with the customer.
- Provide technical guidance, best practices, and thought leadership on Cisco Webex and related cloud solutions to ensure optimal solution utilization.
- Conduct regular technical and account reviews to ensure customer success and identify areas for optimization or cost savings.
- Deliver or coordinate customer training, onboarding, and enablement for new features, services, and best practices.
- Partner closely with sales teams to support renewals, identify upsell opportunities, and ensure full utilization of service contracts.
- Gather and communicate customer feedback on products and services to internal teams, recommending enhancements or new features based on needs.
- Stay current on industry trends and cloud technologies to guide customer success and drive continuous improvement.
- Document and share lessons learned and best practices to improve internal processes and customer experiences.



- Prepare executive-level reports and presentations highlighting account health, success metrics, and opportunities.
- Perform other duties as assigned by management.

Reports To

VP of Customer Experience

Qualifications

- Computer Engineering, or a related field
- 2+ years of experience in a similar role
- Strong understanding of cloud technologies
- Excellent communication and problem-solving skills
- Familiarity with programming languages such as Python, JavaScript, and Go is a plus.
- Ability to work well in a fast-paced, deadline-driven environment.

Outcomes

- Ensure stakeholder satisfaction
- Ensure project completion
- Up sale of strategic projects Engineering, or a related field

Processes and Systems

- Smartsheet's – project management tool ○ Project organization ○ Project reporting
- SFDC – Documentation tool ○ Order Task Notes to notate communication
- Control Hub ○ Customer and system management
- Cascade ○ Order management

Scorecards

- Customer Satisfaction Survey