

Technical Account Manager

This is an opportunity to join a specialist eCommerce website developer and system integrator providing eCommerce, software development, marketing and technology services. We help our customers build and transform their Ecommerce businesses worldwide.

As a Technical Account Manager, you will be responsible for ensuring that our customers are achieving the full value from their Williams Commerce investment. You will have a passion for working with customers, helping them achieve tangible results through the application of Williams Commerce solutions in their technology platform. Your technical expertise will enable you to share best practices and technical guidance to customers based upon your deep understanding of their solution and project objectives.

You will be an advocate for customer needs to overcome blockers and drive new features with our development and Product teams

You will bring your technical expertise and will act as the primary technical point of contact to manage the customer relationship. The Technical Account Manager will primarily be working with dedicated customers to maintain close communication within your assigned portfolio, as well as facilitate communication with internal technical support and development teams when necessary. Build strategic relationships with essential technical team members within our customer organisations, including CxO and Line of Business leaders, and more. Demonstrate an understanding of the market forces affecting our customers and offer insight into ways Williams Commerce can help our customers meet their goals.

Responsibilities include:

- Central point of contact while ensuring high level of customer satisfaction for assigned accounts
- Delivery of pro-active and preventative services
- Pro-active notifications of upcoming releases and possible impact
- Leading and guiding customer through complex environment changes
- Regular knowledge transfer sessions
- Coordinating/driving customer technical issues with support and development teams
- Handling technical escalations
- Customer status calls and reporting
- Regular service reviews
- Will work internally with the technical and development teams to bring new technical requirements to the business
- Will Provide technical support for customers to support pre-sales and post-sales processes and address all product-related queries on time
- Will Provide the business with customers' feedback to help identify potential new features or products to help us be a market leader
- Will report on product performance and identify solutions
- Will review customer needs and suggest upgrades or additional features to meet their requirements
- Perform Quarterly Business Reviews (QBRs) and identify Opportunity and Risk
- Ad-hoc tasks required by changing market environment or involvement in commercial activities / campaigns
- Ensure accurate data is held within CRM



- Ensure all Opportunities are managed in alignment with internal procedures
- Guide customers through the innovation journey, building strategic roadmaps and driving achievement of key milestones. Be an advocate for business transformation, enabling teams to embrace Williams Commerce technologies.

Ideal candidate will have:

- Strong background in any of the following: Technical Account Management, Technical Consulting, Technical Support, or similar role
- Experience with SaaS platforms and services, their adoption, integration, and ongoing use
- Excellent communication skills. Ability to set expectations and communicate goals and objectives with customers at various levels
- Ability to track and influence customer behaviour across a portfolio of accounts
- An understanding of, or experience in, account management or customer success
- Understanding of common software development practice. Understanding of identity and surrounding technologies, or the willingness to learn
- Experience in project coordination or management; able to track and manage the moving parts of multiple projects
- Strong presentation skills
- Team player, excellent inter-personal skills

Benefits include a highly competitive salary, health care, flexible and remote working, paid parking and additional annual leave. You will also benefit from professional training and development