

## JOB DESCRIPTION – TECHNICAL ACCOUNT MANAGER

### Position overview

As a Technical Account Manager you will be responsible for the Technical Account Management of a portfolio of clients.

### Key performance indicators that you will be measured on include:

- Contribution on achieving financial client targets
- Knowledge of and relationship with clients

This role is a largely client-facing role which requires you to work on both strategic long term and short term plans and projects. You will need to build strong relationships with clients on various levels as well as acquire thorough knowledge about their business. You will need to present technical solutions to non-technical people as well as developers.

### Key Responsibilities

#### Technical Account Management

- Manage a portfolio of clients
- Build strong and positive relationships with clients at various levels
- Build and document knowledge about the clients business and technical setup
- Project manage and document all technical projects carried out with clients
- Actively play a part in ensuring financial targets are reached
- Log any bugs or feature requests in the bug and feature handling system
- Build strong relationships with Client Services team members
- Ensure client's support tickets are resolved in a fast and professional manner and comply to agreed Service Level Agreements
- Feedback 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

#### Project Management

- Be responsible for undertaking project work across the team as required – participation in reference groups, training and testing on new functionality etc.

#### Professional Requirements

- University degree or equivalent experience
- Ability to grasp technical concepts - HTML, JavaScript, Flash, XML and programming languages are an advantages
- Strong online experience – understanding of online marketing, sales, technology



- Very good knowledge of TradeDoublers' products and services
- Experience of working in a client support role
- Experience in project management
- Excellent written and spoken communication skills
- English required

## Personal Requirements

- Customer service minded
- Solutions oriented with good problem solving skills
- Professional approach
- Results driven
- Attention to detail
- Proactive and take initiative
- Team player
- Self-motivated
- Hands on approach
- Flexible approach
- Ability to working towards strict deadlines

This position is based in Paris.

Manager Contact: Francis Cooney,  
Francis.cooney@tradedoubler.com

HR Contact: Betty Venco  
betty.venco@tradedoubler.com

Please send your CV and a cover letter to [betty.venco@tradedoubler.com](mailto:betty.venco@tradedoubler.com)

