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| **Role Title** | Technical Account Manager (TAM) |
| **Function** | Technical Account manager in SCC Hyperscale |
| **Team** | SCC Hyperscale |
| **Reports to** | Sunita Mistry |
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| **Role Purpose** | This is an exciting opportunity to be part of our growing Team at SCC. Working alongside existing Service Delivery teams you will be the primary interface between the customer and SCC Hyperscale support teams. You will form deep, lasting relationships at multiple levels, and be the advocate for your customer within SCC Hyperscale business, and the advocate of Hyperscale with your customer.  You will enable our customers to gain maximum benefit from their partnership with SCC Hyperscale by helping to understand their ongoing technical and business requirements across AWS and Azure. Through listening to our client's needs, and investing heavily in our products and people, we have arrived at a genuinely exciting point in our evolution and you will be a major part of this growth  **The perfect candidate**   |  | | --- | | * Passion for cloud technologies with a willingness to learn | | * Open Minded, Positive, Creative, and Collaborative approach to problem solving | | * Start-up mentality * Goal Orientated and delivery focused. You work best in an environment of rapid change * Strong technical background in AWS and Azure * Well-organized, self-motivated individual that can work independently with minimal direction |  |  |  | | --- | --- | |  |  | |  |  | |  |  | |  |  | |  |  | |  |  | |
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| **Key Responsibilities** |  |
| 1. | Represent SCC as the owner of all Hyperscale services defined in the customer portfolio. |
| 2. | Running Cloud Service reviews with our customers and building action plans and risk logs |
| 3. | Recognise gaps based in customer's current environment and analyse for future gaps and opportunities to improve and innovate |
| 4. | Own relationship with customer post-sales and carry out on-going client engagement activities whilst continually looking for new opportunities aligned to the clients business objectives |
| 5. | Working alongside Service Delivery you will drive successful resolution of customer escalations through proactive communication and RCA Management |
| 6. | Manage customer retention including defining and developing a customer retention strategy |
| 7. | Develop account management procedures and improve existing internal processes to enhance customer experience |
| 8. | Collaborate with the account team to drive continuous improvement of the management of the accounts |
| 9. | Drive positive NPS (Net promotor score) and complete close loop processes |
| 10. |  |
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| **Person Specification** |  |
| 1. | ITIL foundation certification minimum |
| 2. | Working knowledge of ServiceNow |
| 3. | AWS, Azure cloud certification |
| 4. | Understanding of Agile Methodologies |
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| 6. |  |
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| **Key Competencies** |  |
| 1. | Previous demonstratable experience in Account Management/Client services |
| 2 | Strong rapport and relationship building skills with customers and internal departments |
| 3. | Experience working with major cloud technologies, AWS and Azure |
| 4. | Understanding of IT Industry working practices and cloud methodologies |
| 5. | Excellent communication skills, both written and verbal with great attention to detail |
| 6. | Good understanding of technical architecture diagrams |
| 7. |  |
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| **Value Behaviours** |  |
| 1. | Responsibility |
| 2. | Passion |
| 3. | Customer First |
| 4. | Agility |
| 5. | Family |

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| **Version** | **Date** | **Description** | **Approved by** | **Date** |
| 1.0 | June 2022 | Original | HR | June 2022 |