

Technical Account Manager

Reporting to the Vice President, Sales, the role of the Technical Account Manager (TAM) is to provide technical sales support and liaison between iView's customers, sales and technical service teams. The position is intended to ensure new and existing customer, feature requests and concerns are dealt with in a timely and professional manner. The position is responsible in line with the iView Sales Team to maintain and develop new and existing customer relationships to increase new business, sales, revenue, overall customer satisfaction and retention at iView Systems.

The primary responsibilities are to support new and existing accounts from a customer advocacy perspective and help expand iView Systems' client base in any capacity required. These primary responsibilities include but are not limited to sales engineering and solution architecture:

- Support Account Executives on technical pre-sales online presentations and customer calls.
- Support Account Executives and Customer Service Administration Manager (CSAM) to provide detailed technical scoping documents for site surveys and solution delivery based on customer requirements.
- Work with the Customer Service Administration Manager (CSAM) and technical services to document in CRM existing customer accounts (new sales, upgrades, technical requests, issues, etc.)
- Manage and maintain customer feature requests in CRM (product briefs, target release and delivery dates).
- Account management (liaison with the technical, sales and marketing teams to build retention and enhancement programs and activities).
- Provide online demonstrations of new product features and releases to both the sales team and customers.
- Attend iView tradeshow and events in support of the sales team as required.

Key role responsibilities:

- Sales team technical consultant (sales engineering and support), including assistance with RFP, quotations, client presentations, site surveys, scope of works as required.
- Product Champion: Knowledgebase for the sales team on all iView solutions and capabilities.
- Sales Product Training: Product Specialist for advanced products and associated technology
 - BI / Ad-Hoc / Custom Forms / Integration projects /ILPR/FRS
- Special and Large Project management including all SaaS Clients.
- Identification of new product solutions / technology opportunities for our existing and developing target markets.
- Key member of the product launch team.
- Innovation input to the development effort and product road map as a customer advocate.
- Business development support for International market development outside of North America as required.

Primary duties

- Support of sales and sales partners (Resellers, etc.) from a product and technical perspective as assigned.
- Liaison with clients and 3rd parties for special projects, large scale projects, and system integration solutions.
- Solutions consultant for iView Sales team and assigned accounts.
- Trouble shooter for escalated issues with authority over development for critical issue resolution.
- Key member of:
 - Product Launch Team
 - Product Review Committee representative for Product Development Steering



Knowledge Requirements:

Technologies:

- Knowledgeable on Microsoft SQL, Windows Platforms and Networking Infrastructure
- Understanding of SaaS environments
- Aptitude for technology
- Microsoft CRM or equivalent
- MS Office
- Adobe Connect knowledge or equivalent

Qualifications

- Experience in a software sales and/or sales engineering environment.
- Minimum of 5 years of experience self-managing your appointments.
- Minimum College degree/diploma, a Bachelor's degree or diploma in Computer Science, Software Engineering or related field is an asset.

Requirements include ability to communicate well with internal and external customers, strong organization skills and client servicing skills.

The position requires extensive technical, operational and product knowledge of iView Systems' solutions and markets. A significant aspect of this position is a solutions consultancy role for both internal (sales) and external clients.

Compensation

- Progressive salary commensurate with experience.
- Excellent profit sharing plan.
- Company-paid health benefit plan.
- Three weeks' vacation.

If you are interested in this position, please email your resume to Richard Coombs, Vice President, Sales, at RCoombs@iviewsystems.com indicating the pertinent job title in your subject line. Thank you!