

<b>Job Title: Technical Account Manager, EMEA</b>	<b>Reports To:</b> Managing Director, EMEA	<b>Status: Open</b>
<b>Effective Date:</b> 1/1/2015	<b>Direct Reports:</b> None	<b>FLSA: Salary Exempt plus Commission</b>
<p>NET(net) is the world's only fully technology-enabled consultancy exclusively specializing in full service IT Investment Optimization. We help clients Find, Get and Keep more economic and strategic value in their Agreements, Investments and Relationships. With clients around the world in nearly all industries and geographies, and with the experience of thousands of field engagements with hundreds of suppliers, we have helped clients capture billions of incremental value. NET(net) is a global disruptive industry force for the good of buyers and sellers in the marketplace. We have the required expertise, the desired experience, and deliver the performance clients demand to help them save money and improve value.</p> <p><b>General Position Description:</b>  NET(net) is poised for substantial growth and is looking for a candidate to be the Technical Account Manager (TAM) in EMEA. The TAM plays a critical role in cultivating and maintaining key client relationships and is responsible for ensuring that all NET(net) engagements are conducted with the highest quality and highest value to the client. TAM's own the Client experience, which includes providing Clients with clear and timely messages that ensure understanding and Client support for the engagement activities and results. Using inputs from other team members assigned to an engagement, including Service Delivery Manager, Business Analyst, Subject Matter Expert and Negotiator, the TAM assembles timely deliverables ensuring quality and content are sufficient for the client to understand the intended message while obtaining Client support for the engagement objectives. To support your efforts we have developed a rich, technology-enabled, subscription based SaaS platform for Strategic Supplier Management and Strategic Sourcing.</p>		
<p><b>Expected Volumes</b>  A TAM will develop deep relationships with the select Clients to which they are assigned. It is expected that the TAM will leverage their rapport with a Client to identify additional engagements</p> <ul style="list-style-type: none"> <li>▪ Active Clients: Target 3 but no more than 5</li> <li>▪ Active Engagements: Target 2-3 per Client with no more than 10 total</li> </ul>		
<p><b>Competencies and Demonstrated Behaviors:</b></p> <ul style="list-style-type: none"> <li>▪ <b>Intellectual Agility</b> that allows you to respond quickly to the changing landscape of a deal. Ability to adapt quickly in a fast-paced environment and capable of meeting aggressive timelines. Demonstrated ability to adapt strategies to client specific requirements and various solutions.</li> <li>▪ <b>Relentless positive energy and professionalism</b> when dealing with customers and team members while providing leadership and oversight for long term client relationships as the key person accountable for all professional services delivery.</li> <li>▪ <b>Orientation and Capability to Drive for Results</b> toward agreed upon goals and objectives while also working with Client Services to scope out additional service needs in an effort to develop subsequent statements of work.</li> <li>▪ <b>Client Centric Approach</b> that quickly establishes rapport and trust. Possess well-developed skills for building long-term relationships and style that fosters the trust and respect of highly diverse clients resulting in a high level of client satisfaction while demonstrating a detailed understanding of Client's business and key resources.</li> <li>▪ <b>Process Orientation and Discipline</b> to ensure you leverage established methodologies, fulfill expected engagement timelines, meet agreed upon revenue and profitability targets and obtain expected results while maintaining information relative to client engagements in the appropriate systems (CRM and/or PSA).</li> <li>▪ <b>Strong and Positive Personal Impact that includes Written and Oral Communication</b> and high quality delivery of presentations and meetings with Client personnel.</li> <li>▪ Demonstrated <b>Problem Solver</b> with ability to quickly develop unique/innovative client-specific solutions while collaborating with other NET(net) staff on project deliverables.</li> </ul>		

**Position Minimum Requirements:**

- 8+ years' experience in delivery of high quality products and services to clients, with at least 5 years prior experience working with Clients in a consultative service capacity
- Information Technology (IT) and packaged software related experience
- Bachelor's Degree (MBA a plus)
- Successful record of managing executive client relationships in large and complex corporations
- Excellent oral, written, and presentation communication skills and ability to communicate effectively across organization levels and roles
- Ability to work collaboratively within a virtual team environment of colleagues in a results driven, team oriented environment
- Extensive experience using Customer Relationship Management software products and Microsoft Office, specifically Excel, PowerPoint and Word
- Exceptional track record of team and individual performance and growth
- Strong, positive client service attitude and interpersonal skills including project, client and people management skills
- Ability to plan and manage at both strategic and operational levels
- Skills in sales, consulting and strategy preferred

*This position description is intended to provide an overview of the responsibilities and duties of the position. It does not represent an inclusive list of all duties encompassed in this position, but rather serves as a tool to assist the associate in this position. The incumbent in the position will be expected to perform other duties as required. The responsibilities may change over time.*

*It has been NET(net)'s longstanding tradition, as well as our company policy, to treat all individuals with dignity and respect. We will not discriminate in the selection, promotion, or the transfer process on the basis of race, color, religion, sex, disability, age, height, weight, marital and family status, sexual orientation, or national origin.*