

Role Profile

Technical Account Manager

Exeter or Home Based

£30,000.00 - £32,000.00 depending on experience

Benefits

25 days holiday + Bank Holidays

Flexible working

Extra Day off on your birthday because growing older is something to celebrate!

Private Healthcare and subsidised healthcare for family members

Death in service life assurance

Employee Rewards Scheme via Perkbox giving you discounts to big brand names

Contributory pension scheme

Cycle to work scheme

Free access to the onsite gym, pool table and tennis table

Fresh fruit delivered daily to the office

An energetic team and Company

About Us

We are Oneserve. We are an award winning, bright, young, software company delivering service management software. We predominantly work in the social housing and utilities sectors, helping them operate more efficiently whilst delivering a compliant and exceptional service.

Field service management is changing, and technology is driving that change, so we are therefore expanding our product and development team to further progress our product strategy during what will be a very exciting period of development.

Delivering our Mission by Living our Values

- **Expertise**
Using our collective expertise to equip our clients with the tools and knowledge they need to improve their business.
- **Innovate**
Constantly seeking new solutions which fuel success.
- **Empower**
Empowering each other and our clients to take control and identify service delivery improvements.
- **Unity**
Working together, both internally and with our clients, to accomplish more.

Our Mission

To become one of the world's top twenty most influential Service Management Organisations.

About the Role

Oneserve is looking for a Technical Account Manager who will be responsible for building and maintaining post sales relationships with Oneserve's complex customers.

You will serve as a trusted advisor, ensuring successful Oneserve deployment and adoption. This high profile role reports directly to the Client Success Director.

Key responsibilities:

- Provide advice and guidance as the Oneserve subject matter expert to ensure successful ongoing usage and adoption of Oneserve
- Design and develop innovative solutions to customer requirements using Oneserve
- Deliver training to user groups to support organisational adoption
- Undertake discovery and education activities to identify opportunities for Oneserve usage across organizational functions and processes
- Function as a frontline technical resource for “best practice” and customer questions
- Engaging with the client success team as a customer advocate to ensure speedy resolution of customer issues
- Engage with the Technical Services team to offer Oneserve configuration for customers
- Engaging with Product management as the customer advocate on product roadmap discussions
- Carry out analysis of customers business processes and their configuration and advise on solutions to meet their needs and overcome their challenges
- Maintain current functional and technical knowledge of Oneserve services
- Help to document best practices in developing and using Oneserve

About You

To succeed in the role of Technical Account Manager you need to demonstrate the following skills and competencies:

- Successfully manage customer engagement to completion with a high degree of customer satisfaction
- Excellent analytical skills & problem solving skills, combined with the ability to provide quick resolution to problems.
- Exceptional verbal and written organisational, presentation, and communication skills.
- Must be customer service oriented and believe in teamwork, collaboration, adaptability & Initiative.
- Demonstrable success in thinking strategically, executing tactically while providing consistent and high levels of customer satisfaction and retention in a fast paced environment.
- Strong technical knowledge of configuring complex systems to meet challenging needs

In addition to this and to be effective in this role, there are a number of behaviours that will need to be continually demonstrated and championed.

Whilst not exclusive, these will include:

- Be an expert in your professional field
- Resilience/demonstrable adaptability to change
- Demonstrable maturity within the workplace
- Constantly striving to generate revenue and to have this internal dialogue whenever executing tasks
- Be innovative and have a pragmatic approach to problems
- Optimistic view to challenges

Basic behaviours:

- Flexible attitude
- Approachable
- Strong organisational skills
- Excellent communication skills
- Accurate and attention to detail

About Your Experience

To succeed in the role of a Technical Account Manager you will have some experience demonstrating as many of the below criteria as possible:

Essential

- 3+ years of experience in a related function is required.
- Direct customer advocacy and engagement experience in post-sales or professional services functions

Desirable

- SQL and Housing sector experience is desired but not essential

How to Apply:

Please email your CV and a covering letter to recruitment@oneserve.co.uk

NB: for a more detailed look into the role please access the job description which is [linked here](#).