

Job Title:	Technical Account Manager
Department:	Service Management
Responsible For:	No Direct Reports
Reports to:	Business Relationship Manager
Key Responsibilities:	<ul style="list-style-type: none"> • To manage the performance of services provided to clients as per agreed contract and ensure that Service Levels are achieved. • Operational responsibility for service delivery targets, SLA's, OLA's and contractual compliance. • To ensure adherence to service management principles - ITIL led; Configuration Management, Problem Management, Change Management, Incident Management including Major Incident Management, Release Management and version control. • Using technical experience and analytical techniques in problem solving, in situations with complex facts. • Develop, rollout and ensure adherence to processes and standards to meet the business and customer's service delivery expectations. • To project manage small enhancements to existing BAU IT infrastructure. • Customer management in terms of quality and expectations specific to customers and internal customer base. • Working with account lead to identify new opportunities to grow our services footprint within our customer base. • To produce various ad-hoc and regular IT reports, technical and non-technical for delivery to blended audiences. • Tactical management of suppliers in the compliance of service delivery targets, including service review meetings, continuous service improvement meetings, and ad-hoc communications, the success of which directly influence the ability of the business to deliver the necessary service to their customers. • Internal process development to enable delivery of the required service levels. • Ensuring that service reports are produced on time and with the quality of information required by the customer and in line with the business' contractual obligations. • Identifying and developing performance improvement and commercial opportunities through the application of a continuous improvement programme. • Ensuring that all services are provided in a professional manner. • Develop strong relationships with customers and the business' operational staff in collectively delivering service requirements and exceeding expectation. • Primary point of contact for escalation of service delivery issues and problem solving. • Work closely with internal service providers to develop and continually improve the service levels. • Make recommendations on operational working practices. • Producing reports from complex technical data, including schematics and flow processes, assessing trends, for example, and reporting to a non-technical audience. • Operational performance responsibility to ensure the business' contractual obligation is met and additional opportunities identified. • Identify and escalate any issue which exposes the business to risk. • Highlight clear changes to process that will improve service delivery and performance.

	<ul style="list-style-type: none"> • To provide guidance and escalation to process management team as required. • Liaison across business functions to understand process breakdowns. • Assist in development of standard and bespoke requirements for reporting as required on client-by-client basis. • To manage and continually review cost of services delivered and make recommendations as required which will help maximise revenue and profit margins without jeopardising quality of service. • To manage and forecast on resource required to meet contractual demand if and where applicable. • Develop relationships with clients and senior stakeholders responsible for services, incorporating regular site visits and review feedback from an unbiased perspective with a focus of implementing change for continual improvement. • Provide unbiased feedback and escalation in order to improve internal services process and work flows. • Have a complete understanding of the company's wide range of service offerings, including associated processes and technical capabilities. Fully understand other business functions. Where necessary this will involve an element of cross training. • Identify and highlight opportunities for the company to win new business. • Develop relationships with Account Managers, particularly with regard to promoting services and growing our services footprint within our client base. • Adhering to Quality, IT and Security Management Systems including relevant procedures and policies at all times.
<p>Knowledge & Experience:</p>	<ul style="list-style-type: none"> • People management experience required (Team Leader experience as a minimum) • Demonstrable depth of technical knowledge and understanding, with an ability to translate technical requirements and specifications into easily understood business concepts and vice versa. • Understanding the importance of business processes and compliance with the ability to demonstrate successful application of such. • Excellent communication and negotiation skills. • Strong relationship management skills. • Experience in operating within a sales environment. • Experience of report writing, operational, technical and remedial, with the ability to demonstrate this aptitude. • Advanced Microsoft Office knowledge - Word, Excel, Outlook, Microsoft Project and Visio. • Able to identify key deliveries and to prioritise effectively. • Demonstrable experience of working in an IT Service management capacity. • Experience of managing suppliers in outsourcing contracts. • Experience of Service Delivery, Project and Problem management across multiple industries and business cultures. • Innovative thinking, in terms of service quality and improvements within the boundaries of CANCOM UK's limits (including but not limited to resource, budgetary, legal, compliance and technical authority)

<p>Personal Attributes:</p>	<ul style="list-style-type: none"> • Strong organisational skills • Analytical, with exceptional attention to detail • Passionate, professional, with a 'can-do' attitude at all times • Reality based Optimism i.e. perseverance, determination. • Learning Based agility • Self-motivated and looking for challenge • Mature in attitude and with the confidence to liaise with clients on a one to one basis • Proactive thinking • Problem management and solving • Intuitive and balanced decision making • Conceptual thinking • Excellent communication and negotiation skills. • Innovative thinking, in terms of service quality and improvements within the boundaries of the business' limits (resource, budgetary, legal etc.) • Patience, tolerance and resilience. • Understanding of Service Management Methodologies and best practice with the demonstrable ability to put these into practice
<p>Qualifications:</p>	<ul style="list-style-type: none"> • Education - to A-level/GCSE or equivalent • ITIL Accredited or equivalent (relevant intermediate modules desired) • Prince 2 (desired) • ITIL Practitioner (desired)