



JOB DESCRIPTION

Job Title : Technical Account Manager

Reports To : Director Asia Pacific

Location: Jakarta, Indonesia

1. The Role

The Technical Account Manager (TAM) manages customer relationships and plays a pivotal role as a trusted customer advisor in the overall sales and delivery processes of SLA Mobile. As a TAM, you will be an excellent communicator, a team player while still being able to work remotely without day to day supervision.

To perform well in this role, you must possess presales or delivery experiences in telecom software middleware and knowledge in the OSS/BSS system integration domain. You are expected to reach out to the customers with confidence, skillfully engaging senior customer's stakeholders in all tasks you performed, specifically in SLA Mobile's solution presentation and presales support activities. Working with the Territorial Sales Manager, you will lead the production of proposals, quotations and contributing to bid responses for products and services offered by SLA Mobile. By working alongside the Project Delivery Manager and also the Operation Director, you are able to anticipate technical sales opportunities arising from projects, and subsequently support the Sales Manager in converting strategic opportunities into sales. You should also able to provide strategic advice to the project team in enhancing communications with the customers, or to provide guidance in resolving any disputes and improving relationships with the customers.

Reporting directly to the Director of SLA Mobile Asia Pacific, you are expected to work independently with minimum supervision, and produce regular reports relating to sales process and customer development progress status. You will contribute to Account Plan, Sales Strategy and Forecasting. You are accountable to the level of customer satisfaction and also the level of sales support the business generates, and will be measured against these goals.

As an individual contributor, you are expected to demonstrate that you can be a leader in your own stride, a fast learner, a cooperative team player, opinionated whilst seeing change as good challenges, and a positive attitude towards all tasks assigned.





2. QUALIFICATIONS, SKILLS AND KNOWLEDGE

You will have a strong technical/engineering background in the mobile telecommunications sector in the Asia Pacific region.

EDUCATIONAL QUALIFICATIONS

Candidate must possess at least a Bachelor's Degree in Engineering, Computer Science/Information Technology or equivalent.

REQUIRED EXPERIENCE

- At least 6 years of previous account management or solution selling experience in the telecom market in Asia Pacific Region
- Excellent understanding of VAS/OSS/BSS technologies
- Excellent communication and written skills in English. Other language skills will be an advantage
- Excellent customer facing and presentation skills
- Good understanding of mobile data platforms and Telco 2.0
- Good understanding of Service Oriented Architectures (SOA)
- Excellent customer engagement skills and the ability to translate business requirements into high level technical documentation
- Experience in the production of ROI based propositions for customers
- Ability to think creatively and to present customised solutions to prospects
- Ability to communicate effectively with multi-discipline teams

PERSONAL CHARACTERISTICS AND BEHAVIOURS

- Must be a strong communicator and presenter
- Ability to work as part of a team across international boundaries
- Takes the lead and shows initiative
- Analytical decision maker
- Customer First attitude
- Enterprising and resourceful

