



TECHNICAL ACCOUNT MANAGER JOB DESCRIPTION

Job Summary:

We are looking for a qualified Technical Account Manager to oversee and address our customers' technical needs. You will provide accurate technical service before and after the point of sale, ensuring customer satisfaction. As a Technical Account Manager, you should be a tech-savvy professional, able to explain technical details and requirements to a non-technical audience. You should also be results-driven and aspire to achieve specific goals. Ultimately, you should be able to provide technical, product and business knowledge to support sales process and strengthen customer relationships.

Essential Functions:

The essential responsibilities of the Technical Account Manager include but are not limited to the following:

- Meet and exceed assigned revenue target.
- Provide technical support for customers to support pre-sales and post-sales processes.
- Address all product-related queries on time.
- Train customers to use products effectively.
- Provide OEM's with customers' feedback to help identify potential new features or products.
- Report on product performance.
- Identify solutions to reduce support costs.
- Analyse customers' needs and suggest upgrades or additional features to meet their requirements.
- Liaise with the sales department to win new business and increase sales.
- Establish best practices.
- Keep track of sales performance metrics.
- Accurately forecasts annual, quarterly and monthly revenue streams, develop specific plans to ensure revenue growth in all company's products and coordinate proper company resources to ensure efficient and stable sales results.
- Articulate the messaging of our brand and manage communications with our customers.
- Build and maintain relationships with key decision makers in assigned account for delivering on our organizational goals.
- Collaborates with the MD to develop sales strategies to improve market share in all product lines, interprets short- and long-term effects on sales strategies in operating profit.
- Manage the sales administration function, operational performance reporting, streamlining processes and systems wherever possible, and advising senior management on maximizing business relationships and creating an environment where customer service can flourish.
- Identify/generate and execute initiatives, strategies and action plans to improve short- and long-term sales revenue and profitability.

Reporting:

Reports directly to the Managing Director/Chief Executive Officer

Requirements and Qualifications:**Education and Training:**

- A minimum of a B.Eng./B. Tech./B.Sc. in Electronics/ Electrical/ Mechanical/ Computer Engineering, Information Technology or any related field.
- A masters degree will be added advantage.
- Possession of professional certifications is also an added advantage.

Work Experience:

A minimum of seven years of related experience in the IT sector with 5 years proven record of accomplishment in similar role. In-depth knowledge of Complex Solutions Sales, Enterprise Security Solutions and Cloud, Infrastructure & Mobility Solutions.

Other Requirements:

- Solid technical background with hands on experience in Enterprise IT.
- Familiarity with software and front-end development.
- An ability to gasp customers' needs and suggest timely solutions.
- Strong relationship management and communication skills with the ability to work collaboratively with colleagues across a number of departments and services as well as external stakeholders.
- Experienced negotiator.
- Adaptability to a proactive and flexible approach to work and be comfortable with a dynamic environment with constantly changing priorities.
- Strong problem-solving and analytical skills to interpret sales performance and market trend information towards achieving FPG's sales goals.
- Experience in developing marketing and sales strategies.
- Excellent verbal and written communication skills.

What are the details?

- Exciting independent role: the sky is the limit, high levels of autonomy, but with established support.
- Full-time position, 09:00-17:00, Monday-Friday, based in Lekki, Lagos.
- Competitive remuneration.

Location:

Lagos.

How to Apply: Applications (cover letter and resume) should be submitted by e-mail or in person to:

FPG Technologies & Solutions Limited

28A, Providence Street (VFS Road)
Lekki Phase 1
Lagos.

Tel: 08172004171

Email: careers@flexipgroup.com

Website: www.flexipgroup.com