

Job Title: Technical Account Manager IT Client Proximity

Job Type/Location: Full Time – Regular / Cloud Campus (Work at home)

Job# 2023-36194

Job Link: <https://careersus-teleperformance.icims.com/jobs/36194/technical-account-manager-it-client-proximity-%7c-cloud-campus-%28work-at-home%29/job?mode=job&iis=Teleperformance.com>

Overview

PURPOSE OF POSITION

The Technical Account Manager works directly with the Teleperformance client base and owns the overall IT relationship between the client's IT department and Teleperformance. In most cases these are Teleperformance's largest and most complex clients. The Technical Account Manager (TAM) is the single point of contact and advocate for the client and their initiatives inside Teleperformance.

Our TAMs are established and practiced client management professionals who are tasked to exceed customer expectations through increased communication, process and technology improvement, delivery of customized IT solutions, environment analysis, and solving complex problems. The TAM works directly with the IT Infrastructure teams and IT Executive Management to gain sponsorship for their initiatives, elimination of red tape, and exceeding client goals. Implements a stakeholder engagement and communications plan, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information. The TAM Collects and uses feedback from clients and stakeholders to help measure effectiveness of stakeholder management as well as supports transformation and innovation initiatives for their client(s).

The TAMs possess a wide range of technical skills including an extensive IT Project Management background (PMP/Scrum/Agile), technical background in IVR/call delivery, PBX management, VoIP, SIP, networking, security, firewalling, server/data center environments, cloud hosting, domain/desktop standards, and application deployment. Soft skills include account management expertise, communication, team work, collaboration, leadership, adaptability, and conflict resolution. TPMs interact with their customers in many ways including phone, chat, Teams, Zoom, Webex and face-to-face meetings when appropriate.

Responsibilities

- Develop and maintain a strong relationship with assigned client(s) and their stakeholders.
- Oversee all technical aspects of client(s) and their projects, including technology health.
- Gain a thorough understanding of the client's IT environment and initiatives.
- Set deadlines, assign responsibilities, monitor, and summarize progress of project.
- Prepare reports for upper management regarding status of client(s) and their project(s).
- Become familiar with and demonstrate a variety of contact center concepts, practices, technology, and procedures.
- Drive overall client satisfaction.
- Rely on experience and judgment to plan and accomplish goals.
- Lead and direct the work of others, requiring a wide degree of creativity and latitude.
- Coordinate with the IT teams in order to provide timely delivery of projects/tasks as per client's request. Projects may include such things as new initiatives, new locations to provide service from, new

technologies, and environment upgrades.

- Hold regularly scheduled meetings for project review, open items, and task review.
- Be accessible, approachable, and responsive to client requests.
- Perform other related duties and assignments as required and as assigned by supervisor or manager.
- Thrive as a team player in a fast-paced, high-energy, change-oriented environment.
- Ensure all Teleperformance policies and procedures are adhered to, including but not limited to: Security, HR, Operations, etc. Ensure exceptions or infractions are escalated to management appropriately.
- Participate and address production affecting outages specific to assigned client(s).
- Evaluate client(s) projects and offer technical solutions to fill gaps and improve performance.
- Assist with completing and updating technical documentation.
- Assist in facilitating client(s) and internal audits of the client(s) technical requirements.
- Work during primary client(s) hours of operation.
- Occasional on-call or after-work hours may be required to serve the customer.
- Travel as needed.

Qualifications

- Bachelor's degree or equivalent experience
- 3-5 years of experience in the IT side of the Call Center industry.
- Demonstrated technical problem solving proficiency
- Excellent customer service and communication skills, both verbal and written
- The ability to multi-task and work under stress to meet deadlines
- Detail oriented with strong organizational skills
- Experience with managing timelines, resources, and tasks
- Proficiency in Microsoft Office Applications
- Presentation skills
- Must be able to travel
- Must be able to work Monday through Friday primarily between the hours of 8:00am to 5:00pm (MST)
- Must be flexible to accommodate after-hour projects and on-call work when needed

HIGHLY DESIRED

- IT Project Management background (PMP/Scrum/Agile)
- Technical background in call center technologies including IVR/call delivery, PBX management, VoIP, SIP, networking, security, firewalling, server/data center environments, cloud hosting, domain/desktop standards, and application deployment
- Incident Management and technical troubleshooting experience.
- Active passport