

About Veeya

We are a unique Managed Service Provider (MSP) with a passion for enabling, empowering and encouraging educators through simplified technology experiences.

We provide safe and reliable Internet connectivity, secure and connected campus infrastructure, responsive wireless networks, dependable and modern Voice over IP (VoIP) telephony, and role-based devices that help staff members be more effective.

About the Role

Technical Account Managers (TAMs) have the strategic responsibility of establishing, maintaining, and nurturing positive, trust-based relationships between Veeya and a set of named accounts (typically specific schools and/or organizations). The successful TAM will build high levels of rapport and customer satisfaction by consistently providing value in ways that help Veeya customers reach their goals in terms of technology and productivity.

- Single Point of Contact (SPOC) for specific named accounts.
- Must pursue methods to advocate for customers and to be their internal champion within Veeya leadership and peer teams.
- Must be willing to 'fight' for customers in winsome ways
- Owner of prioritizing customers' tickets and driving negotiation processes for getting customer's issues resolved
- Must feel comfortable interacting and communicating with all levels of customers' team (e.g., principals/headmasters/business owners, administrators/managers, leaders/teachers/faculty)
- As a natural problem-solver, TAMs should look for appropriate ways to better solve customer challenges, built trustworthy relationships and consultatively grow Veeya business within the organizations they support.

Internal Interaction Overview

As the strategic owner of specific named accounts, this role will interact with virtually every team at Veeya.

- Work with Regional Account Managers to receive handoff for new customers and craft proposals for new opportunities, with both new and existing customers.
- Primary communicator for all installs and interface for Customer Success and Field Engineering to the customer
- Constant oversight, review, and triage of tickets and projects for each customer—should be person responsible for closing the most tickets for their customers.
- Primary interface between the customer and all Support Engineering resources, including demand for on-site engineering troubleshooting and support.

Technical Account Manager



- Strong feeling of ownership for customer accounts: constantly thinking about how to communicate all types of 'news' to the appropriate customer contacts.
- Ensuring that Veeya accounting team is fully aware of all services we provide and that Veeya has an active agreement in place for each product or service
- Responsible for ensuring Veeya has appropriate documentation for all hardware, devices, etc. that Veeya supports.
- Ability to understand how to shift priorities and use creative communication methods to successfully influence the right internal actions for the situation.
- Understanding of how to appropriately leverage their chain of command: Team cooperation within Customer Success, their Manager, Engineering Managers, and the Executive Team.

Required Skills and Abilities

- Passion for building trustworthy relationships
- Natural enthusiasm for helping people which sparks action and progress for customers
- Looks for ways to map tactical issues with strategic projects
- Excellent and collaborative prioritization skills
- Technical enough to earn right to influence technical priorities, confident enough to make professional recommendations
- Great oral and written communication skills
- Critical thinking skills
- Natural problem-solving abilities and basic technical troubleshooting skills