

Technical Account Manager

Deploy technical best practices and expedite your time to value with a dedicated solution advisor

Your dedicated Technical Account Manager (TAM) will understand your goals and deployment details. As your primary technical advisor, the TAM will provide you deep product knowledge and insights built around your organization to help accelerate your return on investment.

Customers who require a long-term technical resource will benefit from a TAM on their core Nexthink team and deliver lasting value for the Nexthink platform.

Engagement Structure

The TAM will work with your team on the engagement plan to define the initial and long-term priorities. To meet objectives and success metrics, the TAM will schedule a regular project review meeting to adjust priorities as needed.

As an embedded member of the team, the TAM will work 8 hours per week and optionally onsite as needed.

Timeline

Technical Account Manager offering has a 1-year duration.

Contact Us

Reach out to us to learn more about how the Technical Account Manager role enables you to rapidly achieve your goals and long term success with Nexthink.

[CONTACT US](#)



RESPONSIBILITIES

The TAM responsibilities include:

- Provide ongoing product best practices related to dashboards, investigations and remote actions
- Share insights to facilitate the identification of new use cases
- Act as the primary technical advisor and provide best practice guidance on
 - Security, roles & privileges, privacy and data management
 - Architecture and design
 - Nexthink data model
- Deliver L1 Digital Experience Score Analysis
- Serve as the primary technical contact lead within Nexthink to facilitate access to wider technical teams for collaboration on technical discussions
- Facilitate and attend regular review meetings