JOB TITLE: Technical Account Manager

DEPARTMENT: Customer Support

EFFECTIVE DATE: 5/11/2022

SUMMARY: The Technical Account Manager will participate in technical customer support activities mainly for the existing customers. The Technical Account Manager will mainly handle the large existing accounts and new potential clients, especially on the engineering and quality side for their technical questions. The Technical Account Manager should be detail orientated, fluent in English, technically savvy, self-motivated, and have the ability to learn complex systems quickly.

DUTIES AND RESPONSIBILITIES:
- Keeping close contact and follow up with customers for their engineering and quality needs.
- Manage customer expectations on technical needs and requests.
- Work with internal resources to meet customer expectations.
- Work with customer on RMA analysis and provide proper information in a timely manner.
- Communicate with vendors on technical level to get information on the details if needed.
- Technical communication with the customer on pre-sales activities, execution of in-depth analysis and discovery of Customer needs to document the technical needs of the Customer and how our products can meet those needs.
- Study the industry trend to understand the technology trend and to be able to speak to the Customer as a technical specialist.
- Understand Customer requirements to support creation of requirement documentation
- Develop and provide live demonstrations to the Customer of the Quake recommended solution that best provides the solution they need.

QUALIFICATIONS:
- Self-starter; motivated, team focused, customer facing, and results driven.
- Highly technical problem solver who understands system architecture, hardware and software interaction.
- Application Development experience (C++ and/or Linux)
- Familiarity with terrestrial and satellite networks.
- Experience with M2M modems using 2G/3G/LTE communication.
- High analytic skills and out-of-the-box thinker.
- Self-motivated, driven and committed to exceed customer expectations.
- 3 to 5 years customer support and relationship management.
- Comfortable discussing a wide array of products and technologies, and at ease interacting with highly trained technology professionals.
- Great communication skills with superior listening skills.
- Developed problem-solving and negotiation skills.
- Strong organizational and time management skills.
- Strong ability to remain positive and optimistic in high pressure situations.

EDUCATION AND/OR EXPERIENCE:
- Experience as a customer support engineer including software and hardware trouble shooting.

- Engineering degree of 4 years, graduate degree a plus.

LANGUAGE SKILLS: Proficient in both English and Japanese.

TRAVEL: The position requires up to 15% overseas travel.