

Technical Account Manager (Eastern Europe & Nordics)

Location : Leuven, BELGIUM

Contract type : Permanent, full time

Department : SALES

Purpose of the job

Support the sales developments in close cooperation with the account manager. Deliver pre-sales oriented technical support and manage the customer-projects, as well as representing the customer within the Ekinops organization as regards technical feedback and questions.

Context:

- Collaboration with a multi-cultural / multi-site organization
- Large product and technology range to support
- Fast changing technical environment, constant need to keep up to date
- Country-dependent technical requirements, dependant on the development phase of the telecommunication infrastructure

Duties and responsibilities

- Builds in-depth knowledge of the customers' technical architecture, services model and Operational processes
- Builds intimate relationships with the customer Engineering and Service development functions
- Provides in depth knowledge of Ekinops Access product portfolio to the customer and account team
- Proposes compelling solutions to meet customers technical requirements
- Constructs winning technical responses to RFIs and RFPs
- Project Management responsibilities:
 - Supervise and organize the progress of the project according to the contractual commitments, milestones, deliverables and meet customer satisfaction
 - Represent Ekinops at Customer meetings, regarding business development, program status, issues and escalations.
 - Manage and mitigate exposures and risks.
 - Clarify and solve any mismatch between customer expectation and Ekinops delivery.
 - Orchestrate the internal departments (mainly R&D, Product Line Management, Support and Manufacturing) to reach the Customer commitments and service levels.

- Manage plans, change, dependencies, risks, and issues.
 - Manages Customer escalations by mobilizing the right people to establish close out plans, to drive ownership and to manage customer communications and reporting.
 - Timely Inform Ekinops account team of key issues and escalation status, and engage appropriate actions to develop the Business pipeline
 - Identify improvement needs and plans to address issues, ensuring that 'lessons learnt' and 'customer feedback' is routinely acted on.
- Manages the communication of special requirements, new products and features through the CTO and Product Marketing / Management organization

Skills and profile

- Customer and Business oriented
- Education level & general experience
 - Bachelor or Master degree in engineering, informatics or equal by experience
 - 10 years minimum of technical experience in the sector (IT/datacom)
 - project management skills: good, flexible planner, autonomous
 - Good communication and presentation skills.
 - Multi-lingual: Perfect english mandatory
 - Experience with Tier1 Customer Services Providers
- Technical knowledge
 - Know-how and experience of Access technologies and solutions is mandatory
 - Telecom background (LAN, WAN, CPE, uCPE, Routing protocols, QoS, tunnelling, IP VPNs, security ...)
 - VoIP solutions (SIP, SBC, centrex, Coding techniques)
 - Experience in IT and Virtualization (SDN, SD WAN, NFV, VNF, Security, Cloud ...)
- Behavioural indicators
 - Can-do and ownership attitude
 - Ability to work in a team
 - Ability to build relationship with various functional and hierarchical groups (technical, marketing, management)
 - Entrepreneurial spirit with strong business development skills
 - Self-learning attitude
 - Prepared for travel up to 50%