

Requirements for the TAM Role:

Technical Account Manager TAM (Customer facing) –

The role of the TAM is to function as the customer advocate for the account. This individual is not involved in the actual maintenance or services provided and operate independently of the technicians and engineers. The TAM role is to manage communications between Synergy and the Client. Any requirements, new projects, tasks, or complaints would be directed at the TAM. The TAM must be self-motivated and will provide the following to CLIENT:

- 1) Quotes for Services, Hardware, and Software purchases.
- 2) Determine which team (Support, new build, or pre-Sales) to involve in any customer request.
- 3) Direct access to any specific Synergy resource as requested.
- 4) Access to Level 3 architects as needed.
- 5) Fast track escalation of tickets.
- 6) Field Client complaints.
- 7) Field SLA issues.
- 8) Liaison between Synergy's technical resources and customer.
- 9) Function as the business liaison between business groups and technical resources.
- 10) Record your time consumed on all tasks into the Synergy time and billing System.

Required Skills and experience

- Excellent Interpersonal Skills
- Writing and Documentation Skills
- Visio and MS Project
- Review of Root Cause Analysis
- Understanding of concepts pertaining to the following technologies:
 - Citrix (XenApp, EdgeSight and Provisioning)
 - Microsoft (Windows 2003 / 2008, Terminal Services, Active Directory, DFS, Clusters, SQL)
 - VMware ESX
 - Server hardware technologies (Rack and Blade based servers)
 - Storage technologies (iSCSI, Fiber, NFS, CIFS)
 - Networking (Switches, Gateways, Routers, Firewalls, VPN, VLAN)
 - SOX and/or PCI compliance
 - Multi-Site deployments
 - Multi-Domain Environments