Technical Account Manager – Customer Facing Technology Graduate

**About the MACH Program**

The **Microsoft Academy of College Hires (MACH)** is our 24 month graduate program with customised experiences to help you start strong at Microsoft, build your global network, and drive your career.

Our two-year program is focused on ensuring that you receive the professional development early to help you accelerate your impact in role and that you have the tools and knowledge to steer your long term career.

**About the Role: Technical Account Manager**

Your role will be all about service delivery management. As the conduit between your customers and our global resources, you’ll manage relationships with clients, their relationship with our technology and a range of activities related to improving the operational health of their IT.

The value the Technical Account Manager brings to Microsoft is increased customer satisfaction, reduced support costs, and the awareness needed around product improvements.

**Key Responsibilities:**

As a trusted adviser, you’ll ensure customers are making the most of their technology by creating a tailored service delivery plan to drive business value from the customer’s IT investments, and improve operational stability and performance.

* Manage the delivery and follow-up of proactive services outlined in the service delivery plan.
* Effectively communicate the realized value of delivered services through Service Reviews with the customer.
* Develop and expand strategic customer relationships to grow Premier Service coverage and ultimately the delivery and realization of its value.

**The successful candidate will exhibit the following skills and experience:**

* Have completed or is on-track to complete a Bachelor's, or Post Graduate’s Degree by the time of hire in Computer Science or IT related discipline OR Have graduated from their full time degree program less than 12 months or 365 days prior to their Microsoft start date.
* Have no more than 24 months combined related industry experience.
* Must be fluent in English.
* Superior presentation skills with strong written and verbal communication skills for a variety of customer roles / level to influencing for impact.
* Strong service delivery, time, project and priority management skills.
* Able to plan for and rise to a range of project and customer challenges.
* Good understanding of the relationship between technology and business.
* Ability to work on multiple project simultaneously, deal with ambiguity, meet deadlines and drive for results