



Job Summary

Vacancy :

Deadline : Oct 06, 2024

Published : Sep 06, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

As a Technical Account Manager, your mission is to build, grow and deepen our customer relationships to ensure our customers are successful with Docebo. You are passionate about helping customers connect their goals and challenges with our suite of LMS solutions. Your goal is to make every one of our customers a lifelong partner.

A Technical Account Manager plays a crucial role by providing strategic guidance and technical support for the continuous monitoring and improvement of the Docebo learning platform. Acting as a technical liaison between the executive, business, and technical stakeholders on the customer side and Docebo, a TAM provides deep product expertise, understanding customer needs and long-term strategy and converting them into tangible initiatives that leverage Docebo solutions as the main technology driver.

Docebo provides named Technical Account Managers that work side by side with assigned customers and their key stakeholders to fully understand their workflows and use cases, gain a deep understanding of their business initiatives and goals, serve as a Docebo partner as an extension to their team, and work with Docebo resources internally to identify opportunities for efficiency gains while representing the customer's interests when dealing with issues.

Responsibilities:

- Take on full responsibility for the Docebo-customer relationship from a technical and product perspective, partnering with the Account Team responsible for the overall account relationship and all commercial aspects of the account.
- Actively participate in strategic customer initiatives, contribute to customer growth and ensure obstacles to success of the initiative are overcome.
- Understand and embody customer goals, eLearning objectives, teams, and architecture.
- Act as a trusted advisor analyzing the possibilities for operational efficiencies, reliability of the platform, and impacts from new releases of the product.
- Support the upskilling of customer resources in order to ensure the proper level of expertise on the Docebo products relevant to the success of the engagement.
- Monitor customer issues and provide sound advice while bringing key Docebo team members to the table to help resolve them quickly.
- Work with customer stakeholders to identify and troubleshoot issues, and run point with the Docebo team during critical customer events.
- Support the preparation and execution of small pilot projects (proof of concept) to test new scenarios and present them to the appropriate customer stakeholders prior to a full roll-out to the whole organization.
- Identify risk early in order to identify solutions, mitigate the impact and improve ongoing customer satisfaction.
- Constantly monitor customer health, L&D strategy, and short/mid-term objectives and communicate those to Docebo leadership in partnership with Docebo Account Manager.
- Create and deliver presentations regarding Docebo's performance to contractual SLAs directly to customer senior and/or executive management, report concerns and pain points to Docebo leadership in partnership with Docebo Account Manager.
- Track and monitor tickets submitted by customers through Docebo's ticketing portal and assist with submitting tickets when appropriate.
- Work with customer POCs to gather any additional information requested in order to triage or diagnose issues.
- Provide customers with daily status updates on high-priority tickets and weekly or as-needed updates on medium and low-priority tickets if not covered via Elite Support

Requirements:

- 5 or more years of technical troubleshooting experience in a SaaS environment.
- 2 or more years of enterprise or large account management experience in a SaaS environment.
- Working knowledge of front-end development technologies (JavaScript, CSS, HTML).
- Working knowledge of iPaaS technology (e.g. Workato, Zapier, ...)
- Working knowledge-creating and executing SQL queries.
- Working knowledge of AWS QuickSight or other BI reporting tool (e.g. Tableau, Looker, Domo, Power BI, Qlik Sense, ...)
- Basic knowledge of back-end development practices
- Ability to make timely decisions and manage priorities with an analytical mindset and a process-oriented approach.
- Strong ability to learn technical concepts and challenges, and translate them to business solutions.
- Excellent communication and presentation skills, with the ability to clearly articulate our product and service vision, objectives, and offerings internally and externally.
- Ability to adapt to the different stakeholders involved, and support the communication by reducing the complexity of highly technical conversations for executive and non-technical stakeholders.
- Proactivity in advising for appropriate workarounds during issues or best practices.
- Strong sense of organization and ownership, with a project management mindset and approach to leading and executing initiatives.
- Availability for travel across North America as needed, up to 20%.

Preferred requirements:

- Proficiency in French is a strong plus.
- AWS Product Certification is a plus.
- Experience in the e-Learning, Learning Management or HCM industry.

[APPLY](#)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
