

Job Title:

Technical Account Manager

Location:

Milton Keynes Head Office - Mix of home and office-based working

Reporting to:

Technical Director

Salary:

Dependent on experience

**Who are Pragmatiq?**

Pragmatiq are a Microsoft Gold Partner who specialise in designing and developing Bespoke CRM (Customer Relationship Management) Systems and Custom Business Solutions, leveraging Microsoft Dynamics 365 and the Power Platform.

Our team are at the heart of the business, with expertise spanning a variety of areas. Each day, we always aim to bring out the best in each other and all work together to achieve one common goal; to accomplish great things by enabling our clients to do the same.

We use our core values to ensure all activities and initiatives related to hiring, promoting, development and reward are aligned:

- Be 'Pragmatiq': Providing the best possible technology and practical considerations to help a company thrive.
- Demonstrate excellence in everything we do: There is an uncompromising standard that we aim to achieve in all that we do within the business.
- Approach challenges with a 'can do' attitude: Solving problems is critical to both ours and our customers' success. When faced with each challenge, we approach it with a solutions-focussed mindset to get the 'job done' successfully.
- Be a team player with a collaborative mindset: Believing great ideas come from everywhere. We seek to create an environment where the best ideas, regardless of their source, have a chance to flourish.
- Go the extra mile: We strive to be the best and at times this means we are willing to push a bit further to ensure a successful outcome.

The Role:

The Technical Account Manager will be responsible for engaging and developing relationships that create opportunities & growth within existing clients. You will be expected to provide excellence in all interactions, supporting customers, along with increasing loyalty, retention, engagement and revenue.

Key Responsibilities

- Managing key interactions and act as a link between the customer and technical delivery team
- Act as technical trusted advisor and become a knowledge-centre about the company's products, and a go-to person for technical queries
- Gain an understanding into each customers business model, current system developments and future system requirements
- Quarterly client meetings
- Upselling and cross selling to existing customers
- Identify new client and partner opportunities through customer referrals
- Develop strategies and an action plan for each client to drive activity, customer satisfaction, retention, and loyalty
- Problem-solving skills and the ability to scope technical requirements will be beneficial but not essential
- Ability to translate technical requirements to non-technical stakeholders
- Cadence of communicating what's coming in the future in terms of new releases to the Dynamics 365 platform. This includes the 2x major wave releases each year and more general technical updates
- Track performance & engagement with a view to firstly embedding user adoption and then improving it moving forward
- Project updates and 'check in's'
- Lead on transition from Project Implementation to ongoing Managed Service

Skills and Requirements:

- Experience in engaging and developing client relationships
- Highly developed interpersonal and communication skills with the ability to work effectively across a range of stakeholders
- Composed and confident with a high level of personal and professional credibility
- A consultative approach towards understanding challenges, capturing requirements and qualification of fit
- Highly pro-active and curious, able to work autonomously to carve out new revenue and partnership opportunities
- Excellent planning and organisation skills with the ability to manage conflicting priorities and work to tight deadlines
- Results-focused, able to set clear goals and execute them by defining then working towards target metrics
- Experience working within a professional services, SaaS or tech consultancy environment (Preferred)

You will be part of a fast-paced Microsoft Gold Partner at an exciting period in our growth. You will be an integral part of a talented team, dedicated to client success and ongoing innovation to remain at the very top of our game in a specialist area of technology.

- Private medical insurance
- Employee Self-Improvement Scheme; £500 funding to access a range of opportunities that support personal, physical, and mental development
- Healthcare plan allowing you to claim money back on treatments across areas such as Dental, Optical and Physiotherapy
- Access to a mental health support service
- A rewards account providing a range of discounts across a variety of excellent brands
- One paid-for volunteering day a year for a charity of your choice
- Up to £1,000 worth of training and certifications paid per year
- Dedicated weekly education hours
- Hybrid working environment
- Quarterly team social events
- 22 Days Holiday, increasing to 25 Days with service, plus Bank Holidays
- Buy extra 5 days leave, or be paid for 5 days less leave
- Birthday off work
- £200 to spend on home office equipment
- Competitive salaries
- Walking meetings
- Pension plan
- Based in bright, spacious offices in Central Milton Keynes, a short walk from Centre:MK, The Hub and MK train station

If you wish to apply for this role, please send your CV directly to careers@pragmatiq.co.uk.

