Technical Account Manager (TAM)

Our Services Team is looking to hire a Technical Account Manager (TAM) in Indianapolis, IN. The TAM is assigned to an account as part of an account management service to help build the relationship between Scale Computing and the customer by providing a successful and interactive deployment, best practices, Scale Computing implementation consulting, customer training, an escalation path for support and proactive customer check-ins to ensure that the customer site is running as expected during normal business hours. We believe in best-ever experiences from the inside out - so this means we're looking for an approachable, friendly candidate who will love their co-workers as much as we love them.

Great candidates will look like this:
- Enjoy troubleshooting and problem-solving analytically
- A team player who can work well within the team and collaborate cross-functionally, especially in a remote environment
- An excellent communicator who is efficient and effective with customers and colleagues via web conferences, email, and in-person
- A motivated self-starter who thrives on prioritization and follow-through
- Passionately creative in mindset and has the ability to adapt quickly to evolving business needs

Responsibilities
- Managing customer project calls and project management calls
- Escalation management for assigned customers and projects
- Project management and project oversight for purchased installations
- Customer installation assistance and consulting on best practices of the use of Scale Computing technologies
- Monthly check-ins with the customer and health check reviews with status updates
- Support request and status update reporting
- Customer needs and interaction with sales through value selling concepts and customer roadmap reviews
- Customer satisfaction point of contact and escalation
- Outline and define project plans on existing or new deployments
- Infrastructure review and environmental overview documentation
- Customer firmware update management planning and execution

Requirements
- A minimum of 2 years of experience in a technical support or services organization with case management experience
- Organizational discipline and professional communication skills; exceptional Customer management and communication, both verbal and written, as required to understand customer needs and ensure clarity on the status of technical problems
- An outgoing personality who enjoys helping customers receive the best experience they have ever had with a support & services organization
- A basic technical background and expert technical knowledge with computer hardware and software architecture, operating systems, virtualization, networking, and storage; experience with Linux, the Windows, Linux command line, and third-party applications

- Technical aptitude for learning how to support and configure the Scale Computing technology platform
- Background in technical consulting, technical support, project management, and customer service
- Customer case metric reporting and documentation experience

Other useful skills/experience

- Experience working with Enterprise customer computing environments and understanding or experience with Edge computing deployments
- Basic technical knowledge and experience in the following: virtualization (mainline hypervisors), operating systems troubleshooting, IP networking, and storage technologies, both direct and NAS/SAN
- Have a basic comfort level at a command line and a working knowledge of Linux, particularly how to navigate when logged in to a Linux host, perform diagnostics using Linux commands, execute scripts, and log analysis.
- Understanding of value selling and customer technology evolution cycles
- Salesforce ticket management and reporting

Compensation & Benefits

- Competitive, based on experience
- Stock options
- Competitive Health Plan including Medical (HDHP & PPO options), Dental, Vision, STD, LTD, & Life Insurance options
- PTO & paid Company holidays
- 401k Plan with match

This is a full-time, permanent position and may be remote or based out of our downtown Indianapolis HQ.

If you've reached this point in the job description and feel you're still not sure if you should apply…Just do it! We know there are no perfect applicants. You may not have 100% of all those bullets listed above - and that's okay. If you're feeling like you're not going to fit in with our teams - you'll be surprised. We're one Scale Computing Computing which means however you identify and whatever background you bring with you, we encourage you to submit an application if it's a role you can be passionate about doing every day. Please send your resume, with the job title in the subject line to [careers@Scale Computingcomputing.com](mailto:careers@ScaleComputingcomputing.com).

Scale Computing Computing, Inc. is an Equal Opportunity Employer. Individuals seeking employment at Scale Computing Computing, Inc. are considered without regard to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.

About Scale Computing Computing

Scale Computing Computing is a global business with offices around the world, thousands of customers, and countless applications running on our industry-leading HC3 platform. We enjoy

this success because we have made a conscious effort to build this company amazing person by amazing person – could you be the next to join us as the newest Scale Computing?

Scale Computing was founded on the belief that transparency and collaboration create a culture of ownership, success, and empowerment; more empowered employees are more productive employees. At Scale Computing, we build empowerment through diversity and our core values of Integrity, Innovation, Collaboration, Success, and Fun.

We are an "all killer, no filler" organization and believe everyone has an important role. We seek highly motivated, smart, fun people to fill those roles. If working with other amazing people to help us build a wildly successful company sounds like fun to you, we'd love to hear from you.