[meticulous]
Technical Account Manager

manage exciting pro

As a Technical Account Manager, you are **responsible for the technical implementation** of all projects assigned to you. You are the **primary contact for the user** on all technical matters, and you function as an intermediary between the user and the different departments within Skyline.

A glimpse of.your [future]

Transparency is a key value here at Skyline. So let's forget about empty job titles or colorful descriptions for a moment and take a look at what you'd actually be doing here.

[ ] You will acquire and maintain detailed **knowledge of all DataMiner features**.

[ ] You will **take ownership** of the full technical implementation of your projects.

[ ] You will become your customer's **primary contact for all technical matters** related to your projects.

[ ] You will have to **fully understand all aspects** related to the functional and technical specifications of your projects.

[ ] You will **ensure sufficient documentation** of all technical requests to other Skyline departments to guarantee the efficient implementation of all technical aspects of your project.

[ ] You will **troubleshoot all technical issues** that affect project delivery.

[ ] You will **perform quality assurance** from a functional perspective on all technical features in your projects.

[ ] You will **create and maintain all required project documentation** for acceptance, hand-over, and internal presentation procedures.

[ ] You will **identify potential commercial opportunities** and notify the appropriate Sales Manager.

What skills.do you require?

No doubt you know your way around code. But let's dig a bit deeper into the various technical skills you'll need to get started as a Technical Account Manager.

[ ] Profound knowledge of **HFC broadband**, **IPTV**, **broadcast** and **satellite** systems

[ ] Profound knowledge of **TCP/IP** (firewalls, routers, ...), **multithreading**, **web services**, and **.Net Remoting**

[ ] Experience with **HTML**, **XML**, **client-server systems** and **SNMP**

[ ] Familiar with **software programming**

[ ] Strong affinity with **MS Windows** operating systems

[ ] Knowledge of **MySQL** and **Apache Cassandra** is an asset

Your [competencies]

You'll be working in a highly technical environment prone to constant change and evolution. On top of that, you'll have to collaborate with a great many (marvelous) people. All very exciting! But it also calls for a special kind of mind- and skillset.

[ ] You are a **fast learner** and **adapt quickly** to new situations.

[ ] You have a **positive can-do attitude**.

[ ] You are **communicative** and have effective interpersonal and organizational skills.

[ ] You think **logically** and always keep the client's needs in mind.

[ ] You have **natural technical insight** and are **passionate** about the benefits of software technology.

[ ] You can **work independently** and **prioritize tasks**.

[ ] You have good verbal and written **communication skills in English**.

[ ] You have a bachelor's, master's or doctorate **degree in ICT, Software and/or Telecom**.

What's in.it [for you]

♥ Well-being & health

Your healthy & happiness are our number one priority. From ergonomic office spaces to prime health insurance plans, we've got you covered.

🌲 More than an office

Our Izegem-based office has it all: ergonomic offices, a gym and outdoor running track, a cool game room, a cozy break room, and a huge parking lot.

💲 Money & benefits

We offer financial peace of mind through competitive compensation and benefits like a company car/bike, meal vouchers, a laptop, a mobile phone plan, etc.

🎓 Personal growth

Your future is really important to us. That's why we support your personal development with continuous training & growth opportunities.

🌱 Flexibility & balance

You get the flexibility to work when & where you want. Or take time off when you need it. Because who knows you better than ... you?

🙂 Close-knit community

We've got your back. You can always count on your fellow Skyliners for a helping hand, a good talk, and amazingly fun team events.