

Technical Account Manager Agency



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Phone :

Web :

Job Summary

Vacancy :

Deadline : Dec 27, 2024

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Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Job Title: Technical Account Manager

Location: Manchester (Fully Remote or Hybrid)

Salary: £35,000

Type: Full-time

Industry: Digital Agency (Website and Builds)

About the Agency:

Favourite People are working with a brilliant Manchester-based agency that specialises in creating exceptional websites and digital experiences. This agency prides itself on delivering top-notch solutions that drive results and enhance user engagement.

Role Overview:

The agency is seeking a talented **Technical Account Manager** to join their dynamic team. In this role, the successful candidate will manage high-value accounts and work autonomously, serving as the primary point of contact between clients and the technical teams.

Key Responsibilities:

- Act as the primary liaison for clients, building and maintaining strong relationships to ensure satisfaction and effective communication.
- Manage client accounts, understanding their goals and advising on technical solutions.
- Collaborate with technical teams to deliver projects on time and within budget, ensuring all client requirements are met.
- Provide ongoing support and training to clients on the agency's products and services.
- Troubleshoot and resolve technical issues, acting as a trusted advisor for clients' website-related needs.
- Monitor account performance and deliver regular reports to clients, highlighting key metrics and areas for improvement.
- Stay up-to-date with industry trends and best practices to offer relevant insights to clients.

Requirements:

- Proven experience in account management or customer service in a digital agency setting, particularly with website projects.
- Strong technical understanding of website builds, CMS platforms, and digital technologies.
- Excellent communication and interpersonal skills, with the ability to build rapport with clients.
- Strong problem-solving abilities and a detail-oriented approach to account management.
- Ability to manage multiple projects and client accounts simultaneously.
- **Only UK residents will be considered for this position.**

What the Agency Offers:

- Competitive salary of £35,000.
- Flexible working arrangements: fully remote or hybrid options available.
- A supportive and collaborative team environment.
- Opportunities for professional development and training.

How to Apply:

If you are a motivated individual with a passion for technology and client relations, Favourite People would love to hear from you! Please submit your CV detailing your relevant experience to andrea@favouritepeople.co.uk

Join this outstanding Manchester-based agency and help deliver exceptional digital experiences for high-value clients!

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
