



شركة تقنية المعلومات والاتصالات ذ.م.م.
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Job Profile for Technical Accounts Manager

The job tasks and responsibilities of the Technical Accounts Manager are outlined hereunder:

- 1) Develop a good understanding of the Account's daily business process
- 2) Be able to associate products and solutions represented with Account's business needs and challenges
- 3) Address sales of represented products and solutions including the necessary pre-sales work with a defined list of accounts. This involves managing customer relationships, and understanding key decision elements within the accounts to achieve results
- 4) Address business opportunities in the list of named accounts by following a proper sales engagement model to develop opportunities and achieve quarterly and yearly sales (GP) targets
- 5) Generate periodic sales forecasts and pipeline reporting to Supplier(s) and ICT management for the list of Accounts, to maximize coordination and value addition
- 6) Develop a good technical / functional knowledge in the product(s) or solutions(s) represented for effective sales results
- 7) Cooperate and coordinate with other sales and technical personnel to maximize the benefits of teamwork
- 8) Assist in the collection of customer payments related to the projects done, as and when needed
- 9) Help in maximizing customer satisfaction through commitment and quality of work
- 10) Achieve required certifications by either attending training courses or by self-study, that are requested by management as and when needed