

## JOB DESCRIPTION

### TECHNICAL KEY ACCOUNT MANAGER

**Job Objective:**

A core member of the Technical Services team with main responsibilities for driving:

- customer's operational efficiency
- proactive sales
- delivery of service products and technical issue resolution
- Contribute to developing the "Technical Service" part of the Key Account Plan

<b>Job Title:</b>	Technical Key Account Manager
<b>Reports to:</b>	Technical Services Director

#### Key Roles & Responsibilities

- Active driver of the KAT team.
- Set, monitor and follow up Customer Operational Performance Objectives and KPIs .
- Set, monitor and follow up sales and profitability targets for Service Products.
- Define and implement Technical Services related action plans.
- Plan, monitor and follow up Maintenance activities.
- Participate in Local Technical Services Market / Sales Plan.
- Identify SP sales opportunities based on good understanding of the customers business.
- Complete the sale of Service Products together with the Key Account Manager
- Maximize system performance.
- Reduce customer operational cost (including spare parts).
- Evaluate customers' staff capabilities and suggest closure of gaps.
- Drive regular operational meetings with the customer.
- Proactively drive resolution of customer issues through effective communication with the customer (e.g. first point of contact).

#### Job Attributes

**Qualification**

A good degree in Engineering  
MBA or other Business degree an advantage

**Minimum Experience**

Minimum of 5 years Managerial experience in a Sales oriented role within a highly demanding environment.

#### Competencies

- Strong leadership skills
- Managerial and analytical skills
- Customer oriented

- Initiative
- Team player
- Cross-functional working skills
- Machine & Service Products Portfolio knowledge
- Selling Skills