



## Job Description

# Technical Account Manager

Department:	Customer Success
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Type:	Permanent
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Location:	United States
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Hours:	40 per week
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Reports to:	Clinical Customer Success Manager
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Salary:	Competitive
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Posted:	May 2021
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## Our Core Values



Achieve anything with a healthy and happy team



Push boundaries through direct communication and diversity



Act responsibly and protect the data



Amaze through user-friendly and rewarding experiences



Maximize research impact

## About the role

At Castor, we are committed to a world with faster, smarter, medical research. Our cloud based software solutions are revolutionizing data capture for academic and commercial clinical researchers worldwide. You have found yourself a company with a true purpose.

Our Customer Success team advises and supports thousands of Castor users from all over the world, ensuring that they get the best out of our products.

The Technical Account Manager (TAM) is an individual contributor within the Professional Services organization. The TAM is responsible for performing advanced technical support activities (providing dedicated solutions for calculations and automations, exporting audit trails, retrieval of study back-ups, and support with integrations and randomization settings) and general technical consultancy. This role is responsible for maximizing the customer's satisfaction with Castor by providing the best possible customer journey.

A key component of success will be your ability to roll up your sleeves and effectively prioritize key activities while keeping the overall customer experience at top of mind. This role requires a combination of technical, organizational, consultative, and interpersonal skills to be successful.

## What you'll be doing

- Provide technical assistance as requested by the customer (providing dedicated solutions for calculations and automations, exporting audit trails, retrieval of study back-ups, and support with integrations and randomization settings).
- Configure customer environments as needed to deliver the requested technical services.
- Design and document technical solutions.
- Serve as the technical “go to” person for complex Professional Services technical consultancy requests (like data migrations).
- Collaborate with internal and partner resources to ensure all deliverables are of the highest quality and are delivered on time and on budget.
- Submit timecards on time and with the appropriate level of detailed information as required by Castor and our customers.
- Provide clear, effective, and timely internal and customer-facing communications.
- Provide technical scoping estimates as needed.
- Participate in, and contribute to, pre-sales meetings as needed.
- Work with little to no oversight to meet deadlines and customer needs.
- Contribute to Professional Services best practices.
- Achieve targeted customer satisfaction measures on your assigned projects and programs.

## What you'll bring

### You'll definitely have:

- Experience in customer-facing roles, preferably within a fast-paced SaaS company.
- Knowledge of database concepts and application programming interface (API) with a basic understanding of JavaScript.
- A passion for positive customer-focused outcomes achieved with a high degree of ethics and integrity.
- Highly organized with a strong attention to detail.
- Collaborative, agile, resourceful, consistently engaged, and a roll-up-the-sleeves, "I can do it" attitude with a voracious appetite to learn and grow.
- Strong interpersonal skills, including demonstrating patience, flexibility, consideration, diplomacy, tact, and confidence.
- Demonstrated maturity and highly effective techniques of advocacy, persuasion, presentation, conflict/escalation management, and communication.
- Effective problem solver, quickly identifies root cause(s), implements a corrective course of action, and follows up to ensure completion.
- An excellent command of the English language with a strong set of communication skills, including listening, writing, proof-reading and speaking.
- A working knowledge of Google products (Gmail, Calendar, Drive, Docs, Sheets, Slides, etc.), Salesforce and other industry standard collaboration tools (i.e., Slack).

### It would be good if you had:

- Basic understanding of computer programming concepts.
- Basic understanding of the command line, R (programming language), SQL, and API tools like Postman.

**Your main contact for this vacancy:**



**Dustin Miller**

**Talent Partner**

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