

(Junior) Support Account Manager

Job Summary

Customers around the world choose us for our “go beyond” approach and broad portfolio of solutions and services. Our solutions provide nonstop availability of critical business data and simplify business processes so you can deploy new capabilities with confidence and get to revenue faster than ever before. To support our customers global business, we provide highly responsive support in local languages and we work with our customers to solve their problems and help achieve their business goals.

As (Junior) Support Account Manager you will utilize technical competencies, communication, and escalation management skills to provide the highest level of Personalized, Proactive, Preventative and Reactive Enterprise-Class support services. You will build a partner relationship with the customer to better serve their business needs, as well as react quickly and revise approach when business needs change. The Support Account Manager role is critical to the assigned Sales Account Team in furthering the NetApp partner relationship and in helping to increase sales, by coordinating support activities for the account. Working very closely in collaboration with members of the Sales Account Team and customer contacts, you will become intimately acquainted with the customer business requirements, technical needs, solutions, environment, and service history.

Job Requirements

- Basic technical understanding in one of the areas: Storage, Virtualization Technology, Networking and Switching, Container Technology, Cloud Computing
- Strong aptitude for learning new technologies and understanding how to use them in a customer facing environment.
- Good interpersonal communication skills, to work successfully with customers and cross functional teams
- Ability to work well under pressure
- Ability to deal with many customers at once.
- Ability to handle conflicts and customer expectations.
- Ability to staying focused and effectively manage your time.
- Ability to integrate diverse perspectives in critical situations to aid issue resolution.
- Good knowledge of modern telecommunication tools to provide remote services and support.
- Excellent written and verbal communication skills in English plus at least one of the following languages: German

Education

Typically requires a bachelor’s or master's degree, ideally in science or engineering, and ideally 1-3 years of related experience.