

Technical Account Manager (m/f/d) ME

We're Hiring

Tasks

Build and maintain relationships with technical decision-makers across a range of roles including data standards, Programming, and IT

Educate and inform clients about IDnow innovations

This will include understanding customer requirements, including third party software and solutions, align and place them in scope with our product portfolio and to provide solutions meeting and exceeding customer needs

Challenge thinking and beliefs to determine the customer's real pain points

Provide direction and specialist knowledge to identify and apply solutions to meet our client's business challenges and overcome technical obstacles

Support the pre-sales process including technical presentations, product demonstrations, meeting support and proposal writing

Present and network at expert identity technology related events

Prepare whitepapers, articles, and content to educate and engage potential clients

Support onboarding of new customers to IDnow Platform

Operating as the lead point of contact for all matters specific to your accounts

Qualifications

Proven track record of delivering presales

Ability to identify technical benefits for a defined solution and finesse in facilitating buy-in at all levels

Working knowledge of HTTP/HTTPS, REST API, JSON

Practical experience with at least one programming language – ideally Python, Java, JavaScript, Swift/Objective-C

Ability to help developers successfully integrate the IDnow platform

Managing the sales bid process by responding to RFI's & RFP's

Liaising with Product teams to shape and develop new product lines

Understanding of different mobile frameworks like Cordova, React Native

Understanding of security principles and data protection regulation

Maintain a working knowledge of legislation/regulations relevant to our customers/markets

Knowledge of databases, SQL etc.

Basic knowledge of mobile OS – Android and iOS

Knowledge of different OS – Windows, Linux, and Mac OS

Excellent written and oral communication skills. Fluency in English required

Ability to act independently and build client relationships

Supporting sales activity through POC delivery & wider technical support / advice

Knowledge of Cloud Providers – AWS, Azure, Google Cloud

We offer

Be one of the first employees on the ground and help built up our team in the ME

Growth Environment: Employment in a leading, fast-growing technology company with experienced, motivated colleagues

We make your remote work comfy: we provide support on equipment and offer flexible working hours

We value development: use your training budget for what excites you the most

In case you have further questions, please feel free to contact **Jacqueline Arlt** at +49 89 413 24 6050.

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Additional information

Location	Dubai
Position type	Full-time employee
Start of work	Nov 1, 2021

Responsible

Katherin Kleingarn